



Empowered lives. Resilient nations.

THE UNDP JPO SERVICE CENTRE:

Celebrating *15* years of excellence



CELEBRATING 15 YEARS OF EXCELLENCE

In 2016, the **UNDP Junior Professional Officer Service Centre (JPOSC)** celebrates a milestone of 15 years of excellence in human resources services delivery. Looking back on JPOSC's evolution, the time is right to reflect on the achievements of the past decade.

Established as an end-to-end human resources service centre in Copenhagen in 2001, the JPOSC is an outpost of **UNDP's Office of Human Resources**, which is part of the **Bureau for Management Services**. The JPOSC manages the Junior Professional Officer (JPO) and Special Assistant to the Resident Coordinator (SARC) Programmes whose overall goal is to support UN development activities and provide young professionals with an opportunity to gain experience in the field of international development cooperation.

The JPOSC provides client-focused services to JPOs, SARCs, partner governments, UNDP country offices and a number of UN organizations.

THE JPOSC SERVES AS THE KEY FOCAL POINT FOR SUPPORTING THE ADMINISTRATIVE, CAREER AND LEARNING NEEDS OF YOUNG PROFESSIONALS ASSIGNED WORLDWIDE.



UNDP JPO & SARC PROGRAMMES: SUPPORTING THE SUSTAINABLE DEVELOPMENT GOALS

The **UNDP Junior Professional Officer (JPO) Programme** provides young professionals pursuing a career in development with hands-on experience in multilateral cooperation and sustainable development. JPOs are young talent who are interested in working on development issues within the context of the United Nations. They assist in the design and implementation of UNDP's programming activities, while benefiting from the supervision and guidance of senior UNDP staff members. As of early 2016, the JPOSC administers close to 100 UNDP JPOs and 130 JPOs assigned to partner UN organizations.

In 2003 UNDP built on the JPO Programme to create a **Special Assistant to the Resident Coordinator (SARC) Programme** in response to a need for supporting UN coordination in the field through the strengthening of the Resident Coordinator function. As of the end of 2015, the SARC Programme has close to 25 SARCs.

A CENTRE DEDICATED TO SERVICING UN JPO PROGRAMMES

For **UNDP** and **UN Women**, the JPOSC acts as a one-stop-shop on all activities related to the JPO Programme, such as: partner country and client relations, financial management and reporting, HR management, including benefits and entitlements, advice, recruitment, career and learning support.

For other **partner UN organizations**, the JPOSC provides customized JPO Programme service packages based on the partner's specific needs and interests. Such services range from day-to-day management and administration of human resources matters, to recruitment support and financial management and reporting.

By delegating full or part of the administration of the JPO Programme to UNDP, **UN organizations can increase the performance of their JPO Programmes, benefit from the expertise of the JPOSC on JPO matters, and leverage economies of scale and a coherent approach to JPO Programmes across the UN system.**

Besides UNDP and its affiliated entities (UNCDF, UNDOCO, and UNV), twelve UN organizations have delegated part or all of the administrative management of their JPO Programme to the JPOSC:

- United Nations Entity for Gender Equality and the Empowerment of Women (UN Women)
- Joint United Nations Programme on HIV/AIDS (UNAIDS)
- United Nations Population Fund (UNFPA)
- United Nations Industrial Development Organization (UNIDO)
- United Nations Institute for Training and Research (UNITAR)
- United Nations Office for Project Services (UNOPS)
- United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA)
- United Nations System Staff College (UNSSC)
- United Nations University (UNU)
- Universal Postal Union (UPU)
- World Health Organization (WHO)
- World Intellectual Property Organization (WIPO)

**JPOSC CURRENTLY
ADMINISTERS
AROUND**

**130 JPOs
ON BEHALF OF
PARTNER UN
ORGANISATIONS**

JPOs – OUR FUTURE TALENT AND LEADERS

The UNDP JPO Programme has enhanced and expanded UNDP's professional staffing capacity, while building a pool of talent to tap into for the organization's future staffing needs.

WHY PARTNER WITH THE UNDP JPOSC?

The JPOSC is an experienced and trusted partner that has collaborated with UN organizations for over a decade to administer their JPO Programmes. The feedback from partner UN organizations has been consistently positive. Whether a UN organization would like to start a JPO Programme or further develop its existing JPO Programme, partnering with the JPOSC is both efficient and cost-effective.

UN organizations that partner with UNDP on JPO Programme management and administration experience several benefits, including:

BROADENED ACCESS TO AGREEMENTS WITH JPO PARTNER COUNTRIES

27 partner countries have entered JPO Programme agreements with UNDP. By partnering with UNDP, UN organizations are able to access existing agreements to mobilize JPOs. As a result, partner UN organizations have experienced an increase in their JPO populations and JPO Programme funding.



JPOSC ONLINE JPO REQUEST SYSTEM

The Online JPO Request System streamlines the process of recruitment and placement of JPOs. This useful tool allows governments and UN organizations partners to view information on where JPOs are currently located and which JPO vacancies are available prior to submitting their request for a JPO or selecting a JPO position for funding.

STRENGTHENED PROGRAMME CAPACITY

By outsourcing the administration of their JPOs to the JPOSC, UN organizations gain time and efficiency, allowing them to focus on more strategic activities, such as resource mobilization, partner relationships and talent management.

REDUCED ADMINISTRATION AND HUMAN RESOURCES WORKLOAD

When entering a JPO Programme Partnership, UNDP becomes responsible for the entire JPO administration process, from recruitment and hire, to separation. This means that partner UN organizations no longer need to take care of day-to-day human resources administration and financial management and reporting of their JPOs, leading to improved workflow processes.

FLEXIBLE PARTNERSHIP ARRANGEMENTS

Entering a legal agreement with UNDP on the JPO Programme is non-binding. This means that partner UN organizations have the flexibility to determine to what extent they would like the JPOSC to be involved in the administration process and how many of their JPOs they would like to administer themselves.

“SERVICES ARE VERY MUCH APPRECIATED AS WELL AS RESPONSIVENESS AND COLLABORATION WITH OUR COLLEAGUES OF THE JPOSC”

– UNAIDS



“WE THANK YOU FOR THE EXCELLENT COOPERATION”

– World Health Organization

SERVICE LINES



RECRUITMENT

JPOSC SUPPORTS PARTNERS' RECRUITMENT NEEDS

The JPOSC is a trusted partner for recruitment services and supports all steps in the recruitment process, including preparation of job descriptions, advertising vacancy announcements, screening applications, long-listing and short-listing candidates, recruitment mission planning, testing and interviewing, and reference checking. The JPOSC collaborates with partner UN organizations and governments on some or all steps in the process.



HUMAN RESOURCES ADMINISTRATION

JPOSC DELIVERS RESPONSIVE AND CLIENT-CENTRED HUMAN RESOURCES ADMINISTRATIVE SERVICES

Responsive and client-centred services are delivered by a team of dedicated human resources staff. Services include:

- Hire, reassignment and separation process management
- Benefits and entitlements administration (including dependency, leave, rental subsidy, education grant)
- Advice to JPOs on benefits and entitlements.
- Management of duty travel and training allowance (DTTA)
- Online tools

“THROUGHOUT, THE SUPPORT FROM THE JPOSC, FROM ITS PRE-DEPARTURE BRIEFING, TO ITS THREE-DAYS RESPONSE POLICY TO ITS SUPPORT TO CAREER TRAINING AND COACHING, HAS BEEN AS MUCH A KEY TO MY WELL-BEING, PERFORMANCE AND DEVELOPMENT AS A WONDERFUL INSPIRATION”

Feedback from a JPO

CAREER SUPPORT & LEARNING

JPOSC BUILDS THE NEXT GENERATION OF LEADERS

The JPOSC believes in cultivating the careers of the next generation of leaders. It offers an assortment of career support and learning services:

- JPO on-boarding programme
- Intercultural management website
- Mentoring programme / e-mentoring platform
- Career coaching / counselling
- Career development workshops and webinars
- Mock interviews
- Online career management tools
- Annual JPO and SARC workshops
- Networks (JPO and SARC networks, JPO Alumni Association, Facebook, LinkedIn, Twitter)



“I’M ALWAYS GRATEFUL FOR THIS OPPORTUNITY TO FULFIL MY DREAM OF WORKING IN AN INTERNATIONAL SETTING AND WORK WITH DIFFERENT CULTURES TOWARDS A COMMON GOAL. THE PROCESS THUS FAR HAS BEEN INSPIRING AND EVERY DAY IS AN OPPORTUNITY TO LEARN FOR ME”

Feedback from a JPO

COMMUNICATIONS & PARTNERSHIPS

JPOSC CREATES VALUE THROUGH SHARING RESULTS AND UNDERSTANDING OUR CLIENT’S NEEDS

In order to stay connected to the needs and expectations of clients and partners, the JPOSC undertakes annual satisfaction surveys among JPOs, SARCs, partner governments and UN organizations. Such surveys contribute to enhance services provided to clients and partners and provides useful feedback to partner governments and UN organizations on JPO Programme performance.

In addition, the JPOSC engages clients and partners through the following services:

- Data collection, analytics and reports, including retention reports
- Quarterly newsletter and overview of the JPO Programme
- Website with latest information and news on the JPO and SARC Programmes
- JPO request system for enhanced coordination of JPO placement and recruitment processes



“THE GERMAN GOVERNMENT, AS WELL AS THE GERMAN JPOs, IS VERY SATISFIED WITH THE EXCELLENT SUPPORT OF THE JPO SERVICE CENTRE. ESPECIALLY THE PRE-DEPARTURE BRIEFING IN COPENHAGEN IS PERCEIVED BY OUR JPOs AS VERY HELPFUL. PRAISED IS ALSO THE INDIVIDUAL ATTENTION THROUGHOUT THE JPO TIME. GERMANY APPRECIATES THE DIRECT AND UNCOMPLICATED CONTACT WITH THE STAFF VERY MUCH”

Germany



FINANCIAL MANAGEMENT AND REPORTING

JPOSC ENSURES FINANCIAL MANAGEMENT AND MONITORING OF JPO/SARC PROGRAMME FUNDING

Effective financial management and monitoring of JPO/SARC Programme contributions are key to the sustainability of the JPO/SARC Programme. The JPOSC provides financial resource management services in the following areas:

- Costing of JPO assignments
- Revenue management
- Donor financial reporting
- Forecasting, monitoring and analysis
- Position management



SUPPORTING YOUTH INITIATIVES IN THE UN SYSTEM

The JPOSC supports youth programmes of UN organizations and governments:

- Administrative services are provided to the UNFPA Young Innovators Fellowship Programme.
- Coordination support is provided to the UN Internship Programme of Finland

JAA-NET: A LIFELONG CONNECTION

The JPOSC supports JPOs in maintaining a lifelong connection to the United Nations. In 2003, JPOSC launched the JPO Alumni Association (JAA) Net– an online networking group managed by the JPOSC that connects JPOs to the latest job opportunities and trends in the fields of international development and multilateral cooperation. JAA-Net currently has a membership of more than 2,200 former JPOs.

WHAT OUR PARTNERS ARE SAYING

- **UN Women:**

‘I take this opportunity to once again put on record the prompt and outstanding support that UN-Women has been receiving from the JPOSC. It is an absolute pleasure interacting with JPOSC colleagues who are very knowledgeable, client oriented and their support and guidance has been crucial in managing the reasonably high number of JPOs within the organization.’

- **UNFPA:**

‘The JPO Service Center Team is great! Thank you for your efficient and timely collaboration. Very much appreciated.’

- **UNIDO:**

‘I would like to express here my sincere appreciation for very a pleasant and efficient cooperation with the JPO Centre.’

- **UNOPS:**

‘The JPOSC focal point for UNOPS JPOs is very efficient and very dedicated! She is really doing the extra mile for ensuring that the (UNOPS) JPOs receive all the information they need, have the appropriate visa before they depart ... excellent!’

- **WHO:**

‘Thank you very much for the good cooperation in particular in including partner agencies in benefitting from new, emerging donors that UNDP signs agreements with. This has been very much appreciated and feeds into the WHO HR reform agenda in increasing diversity’

- **UNAIDS:**

‘Services are very much appreciated as well as responsiveness and collaboration with our colleagues of the JPOSC.’

UNDP gratefully acknowledges the contributions of the following partner countries to the UNDP JPO/SARC Programme since 2001:

	Number of JPOs / SARCs
Australia	1
Austria	32
Belgium	48
Canada	29
Denmark	139
Finland	57
France	67
Francophonie	5
Germany	77
Greece	4
Iceland	7
Ireland	6
Italy	48
Japan	154
Korea, Republic of	21
Kuwait	18
Liechtenstein	1
Luxembourg	38
Monaco	1
Norway	79
Portugal	9
Saudi Arabia	4
Spain	157
Sweden	119
Switzerland	25
The Netherlands	106
United Kingdom	2
	1254

SINCE 2001, THE JPOSC HAS ADMINISTERED:

- OVER 1800 JPOs FROM UNDP AND PARTNER UN ORGANIZATIONS

- OVER 100 SARCs

15 YEARS OF EXCELLENCE

2001

- Creation of the UNDP JPO Service Centre in Copenhagen.

2002

- UNFPA enters a new JPO Programme agreement with UNDP.

2003

- Launch of the Special Assistant to the UN Resident Coordinator (SARC) Programme. Denmark is the first country to fund SARC positions, followed by Sweden, Spain, Norway, Finland and now Japan.
- Launch of the JPO Alumni Association (JAA), now grouping over 2200 members.

2004

- UNU enters a JPO Programme agreement with UNDP.

2005

- UNAIDS and WHO enter a JPO Programme agreement with UNDP.
- The Netherlands outsourced full JPO/SARC recruitment to JPOSC, followed by Denmark, Belgium, and the United Kingdom.

2006

- UNOPS enters a new JPO Programme agreement with UNDP.
- Saudi Arabia becomes the first non-OECD DAC UNDP JPO partner country.

2007

- Launch of the JPO career development website.

2008

- UNRWA and UNSSC enter a JPO Programme agreement with UNDP.
- The UN Joint Inspection Unit concludes that the UNDP JPO Service Centre is a best practice, highlighting the client satisfaction surveys, the high-level computerization of services, the JPO website, and the career development programme as successful and best practice initiatives.

2009

- UNITAR enters a JPO Programme agreement with UNDP.

2010

- Launch of the UNDP JPO Mentoring Programme.
- Launch of the UNDP JPO On-Boarding Programme.

2011

- UPU enters a new JPO Programme agreement with UNDP.
- First UNDP JPO presented to UNDP Compliance Review Board.
- JPOSC services to WHO and UNAIDS expanded to include JPO recruitment, followed by UNRWA, UN Women and UNFPA.

2012

- The State of Kuwait and Nigeria enter JPO agreements with UNDP. The diversity of the donor pool of the JPO Programme is strengthened.

2013

- The JPO Alumni Association (JAA) reaches 2000 members.
- Launch of the JPO Intercultural Management website.

2014

- Launch of a revamped JPOSC website (<http://www.jposc.undp.org>).
- The United Kingdom re-activates the JPO Programme and signs an agreement.

2015

- UN Women enters a JPO Programme agreement with UNDP.

2016

- WIPO enters a JPO Programme agreement with UNDP.

THE TEAM

The strength of JPOSC lies in its dedicated team which is composed of 16 staff members with expertise in human resources, finance, partnerships and learning.

Responsive and client-centred services are at the forefront of our work.



A JPO JOURNEY AROUND THE WORLD

Want to learn more about what a UNDP JPO experience is like? Watch this video to walk in the footsteps of 5 UNDP JPOs in Rwanda, Sri Lanka, Lebanon, Denmark and New York Headquarters.



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Resilient nations.*

JOIN US

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