



Request for an assignment – Standard Operating Procedure for UN Volunteers

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| Responsible Unit | Volunteer Solutions Section (VSS) |
| Focal Point | Volunteer Solution Section - Onsite |
| Effective Date | 1 October 2021 |
| Applicability | All UN Volunteers |

- [1. ATLAS HCM User Guide](#)
- [2. Unified UN Volunteers Conditions of Service](#)

Processes specific to a particular workflow are indicated by the colours below.

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| UNHCR | |
| H-Duty Station | |
| Full Funding | |
| Mission | |
| Online | |

| # | Responsible party | | | Process step | Description | Documents | System role | Comments |
|----|--------------------------|-----------------------|---------------------|-------------------|---|-----------|-------------|--|
| | Country presence (PA/CC) | Country presence (CC) | No Country Presence | | | | | |
| 1. | CC | RPS NYO (USA) | | Demand Generation | Relationship building/management with partners. Information for host entities is available in the 'Explore' section of UVP (explore.unv.org), including the conditions of service, entitlements standard operating procedures and information on the inclusion of people with disabilities. Further guidance on recruitment, onboarding, hosting and managing volunteers and descriptions of volunteer categories can be found in the host entity tool kit https://toolkit.unv.org/ | | N/A | EU and Asia Pacific – RPS EU-HQ = EU-PS |

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| | CC, NYO | Demand generation | Record interactions with partners in CRM and create 'Volunteer Mobilization Opportunities' for partner interactions possibly leading to the recruitment of UN Volunteers | | UNV personnel | |
| 2. | HE | Create UVP account (if not done already) | Create a new account UN entity account in UVP if not already done. Host entity registration step-by-step guide Interactive PDF | | | Link to host entity registration SOP |
| 2.1 | CC or RPS | Approve new host entity account | Approve host entity account to provide access to all UVP functionality. | | | |
| 3. | HE | Invite hiring manager to UVP | Ensure that there is a hiring manager user registered in UVP | | | Web-based version Interactive version |
| 4. | HE | (Optional) Invite a supervisor user to join account UVP | Invite a supervisor to join the host entity account. | | | Supervisors are not mandatory to create an DoA in UVP |

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| 5. | HE | Create a new Description of Assignment in UVP | <p>Create DoA in UVP using existing template DoA (or writing from new by entering all assignment information), add funding information and submit to UNV for review.</p> <p><u>For ATLAS based Agencies</u> (i.e. UNDP, UNWOMEN)</p> <p>Option 1 : performed by UNV on behalf of a Host Entity (HE). HE to provide COA to UNV personnel. UNV personnel enters the COA in UVP. UVP reviews and validates COA based on the project budgets from Atlas Finance and signals when there are errors. Upload of supporting documents (email, memo, other) by UNV personnel is mandatory.</p> <p>Option 2: performed by Host Entity as a self service. HE enters the COA in the system. UVP screens COAs based on project budgets from Atlas Finance and signals when there are errors. Upload of supporting document is optional. (currently upload of supporting document is optional. This will change to mandatory as per the financial rules and regulation) HE validates by pressing "submit".</p> <p><u>For non-Atlas agencies</u> including missions, COA is automatically pre-populated.</p> <p>Option 1 : performed by UNV on behalf of a Host Entity (HE). HE to provide signed Service Request Form to UNV personnel signed by the appropriate approving authority for the agency. UNV personnel enters additional requested data in the pre-defined fields in the UVP. Upload of supporting documents (Service Request Form) by UNV personnel is mandatory.</p> <p>Option 2 : Performed by Host Entity. Non Atlas UN Agencies (i.e. UNICEF). COA is automatically pre-populated. HE enters additional requested information in the predefined fields of the web-</p> | For more information and related forms visit this page on the host entity toolkit | Hiring manager, Account owner | <p>HE hiring manager can mark DoA as fully-funded.</p> <p>COA must be valid at time of entry.</p> <p>If no valid COA is provided by HE, UNV FU or RO COA can be used as a temporary measure and updated before the assignment is filled.</p> <p>For UNDRR fund confirmation must come from Regional Manager</p> <p>If an duty station is not available in the dropdown menu in UVP, follow the steps here.</p> <p>There are more options to edit DOA and move them back to previous states. Mobilization users can now;</p> <ul style="list-style-type: none"> • Edit limited DOA fields in status; • Un-approve a DOA to resubmitted status. <p>For more information about edit DOA enhancement, please refer to this announcement (UVP features Updates 14 January 2022)</p> |
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| | | | <p>based service request form). Upload of supporting document (i.e. signed copy of the service request form) is optional. (currently upload of supporting document is optional. This will change to mandatory as per the financial rules and regulation) HE validates by pressing "submit".</p> <p><u>UMOJA based UN Entities</u> (i.e. Secretariat, RCO, Missions, UNEP)</p> <p>Option 1 : performed by UNV on behalf of a Host Entity (HE). HE to provide Financial Authorization to UNV Personnel (i.e. UMOJA generated authorization, Memo, other as applicable for a given mission). Upload of supporting documents (Financial Authorization) by UNV personnel is mandatory.</p> <p>Option 2 : Performed by Host Entity. Upload of supporting document is mandatory (i.e. Financial Authorization). HE validates by pressing "submit".</p> <p>Note : For missions, the FA is based on a costing sheet for the entire budgeting period and covers all budgeted UN Volunteers assignments.</p> <p>Host entities can choose 'fully funded' or 'entity funded'.</p> <p>If the Host entity chooses 'fully funded' they can select between adding the DOA to a specific batch or to the general list of FF DOAs for consideration of donors (see FF process below).</p> | | | |

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| 6. | CC or RPS | Review DoA | <p>Review DoA text in UVP.</p> <p>Review funding confirmation for onsite DOAs.</p> <p>Check if fully or entity funded. If HE selected fully funded, review if DOA is suitable and in line with donor priorities and advise HE accordingly.</p> <p>Return to HE with feedback in UVP if changes are needed. Enter feedback in the comments box at bottom of DoA before sending or provide feedback outside of UVP if needed.</p> <p>Cancel DoA will end the process.</p> | | Mobilization user | <p>Link to updated guide to writing a good DoA.</p> <p>EU and Asia Pacific – RPS EU-HQ = EU-PS</p> |
| a. | HE | Edit DoA (if returned by mobilization user) | Complete edit DoA task and resubmit to UNV. Repeat steps 6 and 6a until approved. | | | <p>There are more options to edit DOA and move them back to previous states. Mobilization users can now;</p> <ul style="list-style-type: none"> Edit limited DOA fields in status; Un-approve a DOA to resubmitted status. <p>For more information about edit DOA enhancement, please refer to this announcement (UVP features Updates 14 January 2022)</p> |
| b. | CC or RPS | (optional) Change to 'direct recruitment' | If HE has already notified UNV outside of UVP that a specific candidate should be submitted as 'direct recruitment', switch to 'direct recruitment' in UVP. | | | HE is to request direct recruitment outside of UVP in discussion with CC or RPS |
| 7. | CC or RPS | Approve DoA | Approve the DoA and funding information in UVP | | | |

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| a. | Host entity | Direct recruitment candidate and ethics declaration | Provide the name and email address of the direct recruitment candidate and confirm ethics declaration and adherence to direct recruitment policy | | | |
| 8. | OA Recruiter | Review DoA | Review onsite DoA text in UVP. Return to HE with feedback in UVP if changes are needed. Enter feedback in the comments box at bottom of DoA before sending or provide feedback outside of UVP if needed. | | | |
| | HE | Edit DoA | Edit DoA and resubmit to UNV. Repeat steps 8 and 8a until ready to publish. | | | |
| 9. | OA Recruiter | Choose clearances | Choose which clearances and advertising channels apply to the onsite DoA | | | Advertising on UVP will be the only sourcing option available at launch. |
| 10. | OA Recruiter | Approve DoA | Approve and publish if ready. DoA will be open for applications. | | | |
| 11. | System (UVP) | Email direct recruitment candidate | Send email to direct recruitment candidate asking them to apply for the DoA. | | | |
| 12. | System (UVP) | Advertise on UVP | Post the DoA on the UVP home page for anonymous users and DoA tab for logged in users. | | | |
| 13 | System (UVP) | Send alerts | Email links to the DoA to candidates in the pool who have set up matching alerts. | | | |
| 14 | HE, CC, RPS, PA and OA Recruiter | Share link via social media and email | Use links in UVP to share to social media. | | | |
| 15 | OA (recruitment) UNHCR only | Share advertisement information | Share link to the advertisement with UNHCR HQ focal point. | | | |
| 16 | Candidate | Apply for DoA | Apply for DoA in UVP. | | | Candidate receives the automatic confirmation from UVP about the application with information in the further recruitment process. Refer to UVP features updated dated 14 January 2022. |
| 17 | Recruiter | Extend advertising period | If not enough applicants, extend advertising period. | | | Default advertising period is two weeks. Recruiter can select new date when extending. |

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| 5. | Recruiter | | Stop advertising | If enough good candidates received, stop advertising early | | | |
| FF specific processes | RPS and OA (FF) | | Prepare the implementation | Define the process, timeline, candidates' eligibility criteria, priorities/streams and further parameters with the funding partner | | N/A | |
| | OA FF | | Collect DOAs | Identify DoAs matching the funding partner's priorities from pool of existing DoAs identified as FF in UVP. Only if necessary, request additional DoAs from Field Units, ROs and NYO. | | FF user | HEs can submit DOAs for full funding any time. A call for DOAs will only be needed if there are not enough approved FF DOAs in UVP. |
| | CC | RPS | Partner outreach (optional) | Reach out to UN entities to support them to develop DoAs in line with the funding partner's priorities. | | N/A | This step is optional if HEs don't submit enough DOAs for FF. Otherwise, advice to HEs is provided as part of the DOA approval process on a continuous basis |
| | OA FF | | Review DoAs Submit DOAs for donor review | Compile DoAs and submit to funding partner (if donor does not want to work in UVP) | | | Primary responsibility for ensuring quality DOAs lies with RPS and CC. The OA FF provides a second level of QA like the OA Recruiter for entity funded DOAs. |
| | Funding Partner/donor | | Funding partner review and selection | Review and select the DoAs in UVP. | | Donor | If the donor chooses to not work directly in UVP, OA FF to email the DoAs to the donor and enter the response in UVP on donor's behalf. |
| | OA FF | | Fund Confirmation | Add fund confirmation to selected DOAs and finalize batch | | OA FF | OA FF informs ROs and NYO (until automated in UVP) |

Abbreviations

APRS – UNHCR Affiliate Partnerships and Recruitment Section
 CC – UNV Country Coordinator
 COS - Conditions of Service
 DOA - Description of Assignment

HE – Host Entity
 NYO - New York Office
 NYO-PS – New York Office Partnerships Specialist
 OA – Operations Associate (VSC)

OA FF – Operations Associate (Full Funding Programme)
OA TL – Operations Associate Team Lead (VSC)
OV - Online Volunteering
OVT- Online Volunteering Team
PA – Programme Assistant (Field unit)
VSC – Volunteer Service Centre
VSS - Volunteer Solutions Section
UVP – Unified Volunteering Platform

PS - Partnership Specialist- External Relations and Communications Centre
RO - Regional Office
RPA - Regional Programme Assistant
RPS – Regional Portfolio Specialist (Regional Office)
SRE - Special Recruitment Effort



**UN
VOLUNTEERS**