

Assignment Extension – Standard Operating Procedure

Responsible Unit	Volunteer Solutions Section (VSS)
Focal Point	Volunteer Solutions Section – Onsite & Online
Effective Date	1 October 2021
Applicability	All UN Volunteers

1. [ATLAS HCM User Guide](#)
2. [Unified Condition of Service](#)

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

Full Funding	
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#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	UVP			End of contract reminder	Notify host entity by email and UN Volunteer that contract is ending three months in advance of contract end dates. Repeat at 2 months and 1 month if no action by host entity.			
1.	UVP			End of contract task	Assign task to mobilization user and OA VM to follow up if no action by host entity 15 days from end of contract date.			
2.	CC			Discuss contract extensions	Discuss the needs of host entities relating to extensions or new assignments.			

3.	HE/FU	Request contract extension	<p>HE confirms the extension discussed with UN Volunteer, confirm funding is available (if host entity funded) and provide pload supporting document if needed.</p> <p>FU request a contract extension in UVP based on funding confirmation from the HE.</p> <p>FU choose the related action 'Contract extension' or the 'extend assignment' task if within 3 months of contract end date in UVP. Choose new contract end date.</p>			<p>If the HE confirms that contract will not be extended, Operations Associate (OA) Volunteer Management (VM) and mobilization user will get automatic email.</p>
4.	HE	Update funding information	Update funding information in UVP (if changed)			
1.	OA FF	Review extension	Discuss with donor about funding for the extension and present a provisional financial report. Confirm in UVP if approved by donor.			
5.	OA VM	Review request	<p>Review information provided in request and approve if compliant with COS. Decline if not, and give reason.</p> <p>Volunteers who have served 3.5 years overall or 1.5 years and youth will be tagged in UVP.</p> <p>To check actual time served, check the candidate contract information under the candidate details screen.</p>			<p>Extension should not allow UN Volunteer to serve longer than 4 years. Exceptions for UNCHR must include signed memo from APRS.</p> <p>Time served will be added as an improvement in a future UVP release</p>

6.	UVP	Notify	Notify HE, UN Volunteer. Update assignment data.			
7.	RPA	Extend contracts in Atlas	Daily check for new contract extensions and extend contracts in Atlas. Add any errors to excel document in SharePoint. Email UNV personnel when complete.			
8.	OA VM	Fix RPA errors	Check email from robot and follow instructions to fix errors.			
9.	RPA	Generate personnel action report (PAF)	Generate the list of Contract extension issued the previous day; · Generate PAFs in ATLAS · Upload PAFs in UVP · Create an excel file in SharePoint with errors identified and follow-up actions for UNV personnel to take, if necessary. Email responsible UNV personnel with PAF generation results from the previous day.			Errors sent to VSC are the 5% of cases where the robot is not able to resolve the error itself UNV Personnel should not complete the Upload PAF task in UVP. This is for the robot.
10.	OA VM	Correct PAF errors	Follow instructions in RPA excel to fix errors in PAF creation.			
11.	Payroll associate	Review and update recurring earnings	Review and update recurring earnings/deductions, if necessary			GP Admin

Abbreviations

APRS - UNHCR Affiliate Partnership and Recruitment Section
CC– Country Coordinator (Field Unit)
OA – Operations Associate (VSC)
OA FF - Operations Associate for Full Funding Programme
OA TL – Operations Associate Team Lead (VSC)
PA – Programme Assistant (Field unit)

RPA – Robot Process Automation
RPS – Regional Programme Specialist (Regional Office)
UVP - Unified Volunteering Platform
VSC – Volunteer Service Centre