



UNITED NATIONS DEVELOPMENT PROGRAMME – JUNIOR PROFESSIONAL OFFICER (JPO) JOB DESCRIPTION

I. Position Information

Job Title: Data Analyst (Business Intelligence) Department: UNV/ Regional Office Latin America and the Caribbean Reports to: Regional Portfolio Manager	Grade Level: P2 Bureau: UNV	Position Number: n/a Position designation: With no mobility requirement Duty Station: Panama, Panama City
Career Track: Professional/Expert Career Stream: Corporate Operations Contract Modality: FTA International (JPO) Contract Duration: 1 year FTA, renewable at least once subject to satisfactory performance, recommendation by respective office and partner country agreement		

II. Background and Organizational Context

The UNDP Junior Professional Officer (JPO) Programme:

The UNDP (United Nations Development Programme) JPO Programme equips outstanding young leaders with the skills and experience required to advance the Sustainable Development Goals (SDGs) and make a positive difference in the world. As a pathway into the world of development, the programme offers young professionals excellent exposure to multilateral cooperation and sustainable development while providing a valuable entry point into the UN system.

During their assignments, JPOs benefit from the guidance of experienced UNDP staff members and are actively involved in supporting the design and implementation of UNDP's programs within UNDP's headquarters, regional or country offices. Additionally, the JPO will undergo a journey of exposure and growth which will build both personal and professional capacity for a career within the multilateral development sector.

As a JPO and young professional in UNDP you should be interested in pursuing a global career with aspiration to work for a field-based organization in support of the development agenda.

The JPO will work as part of a team and be supervised by an experienced UNDP staff member, including :

- Structured guidance and feedback, especially in the beginning of the assignment, with the purpose of gradually increasing of responsibilities
- Establishment of a work plan, with clear key results
- Guidance and advice in relation to learning and training opportunities within the field of expertise
- Completion of the yearly UNDP Annual Performance Review (APR) including learning and development objectives

The JPO will benefit from the following learning and development opportunities:

- Participation in a virtual Programme Policy and Operations Induction Course within the first 4 to 6 months of assignment
- Use of yearly JPO duty-related travel and training allocation (DTTA), as per the [online DTTA guide](#)
- On-going Masterclasses on relevant and inspiring themes
- Career development support mechanisms and activities
- Networking with fellow JPOs, young professionals and senior UNDP colleagues
- Mentoring programme
- Other training and learning opportunities



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Organisational context

The United Nations Volunteers (UNV) programme contributes to peace and development through volunteerism worldwide. We work with partners to integrate qualified, highly motivated, and well supported UN Volunteers into development programming and promote the value and global recognition of volunteerism. UNV is administered by the United Nations Development Programme (UNDP) and reports to the UNDP/UNFPA/UNOPS Executive Board.

UNV has five Regional Offices in Amman (Arab States, Europe and the Commonwealth of Independent States), Bangkok (Asia and the Pacific), Dakar (West and Central Africa), Nairobi (East and Southern Africa) and Panama City (Latin America and the Caribbean). The regional offices are the first entry point for partners wishing to engage with UNV.

The UNV Regional Office for Latin America and the Caribbean (ROLAC) provides oversight and strategic guidance to the UNV Field Units and to UN partners. ROLAC is mainly accountable for the placement of UN Volunteers mobilized for UN Agencies, Funds, and Programmes focused on peace, development, and humanitarian needs. Furthermore, the Regional Office represents, and strategically positions, UNV and bring UNV's services and solutions closer to its partners from governments, UN entities, civil society, and private sector.

III. Position Purpose

In the current instance of digital transformation, of insertion of the team and field units into the new work platforms, the Business Intelligence and Data Analyst is expected to provide advice and information, and to facilitate the integration process.

IV. Key Duties and Accountabilities

In this section list up to five primary functions/accountabilities of the position (Typically one sentence each) and examples of duties that must be performed to successfully accomplish key responsibilities.

1.) Support internal Results Based Management learning

Example of Duties:	<ul style="list-style-type: none">• Support the Regional RBM Analyst in the identification of training needs among UNV ROLAC personnel within RBM;• Contribute to the design and execution of internal RBM training sessions to UNV ROLAC personnel;• Support in the collection of feedback from colleagues to be used for further improvement of training and the identification of new training topics.
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2.) Support to UNV ROLAC personnel on digital platforms

Example of Duties:	<ul style="list-style-type: none">• Support the design of M&E instruments, tools and reports, as needed.• Contribute to the review and analysis of the Volunteer Reporting Application (VRA) results.• Assist with addressing queries related the optimal and efficient use of Client Relationship Management platform in daily operations
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3.) Liaison with Communications and Talent Acquisition Units

Example of Duties:	<ul style="list-style-type: none">• In close coordination with the UNV Regional Communications Team, support the Regional RBM Analyst in the monitoring and reporting of UNV ROLAC's Social Media metrics and establish correlations with volunteer mobilization metrics.• Provide support and data analysis related to talent acquisition
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4.) Strengthen Partner Business Intelligence

Example of Duties:	<ul style="list-style-type: none">• Liaise with the New York office to determine the type of information gathered by this team as part of Host Entity business intelligence so as to replicate the analysis and exercise at the regional level.
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	<ul style="list-style-type: none"> • Coordinate and support the RO/Field Units on the most appropriate methods/tools adequate for collecting qualitative and quantitative data on candidates, partners, volunteers or Host Entities as needed. • Perform quantitative and qualitative analysis of secondary and primary information and systematize and process data, as needed.
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5.) Other related tasks

Example of Duties:	<ul style="list-style-type: none"> • Assume administrative tasks relating to Volunteer assignments, as needed
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V. Requirements:

Education

Master's Degree or equivalent in Business Intelligence, Development Planning, Evaluation, Statistics, Economic/Data Sciences, or related to Data Analytics.

Experience, Knowledge, and Skills

- A minimum of 2 years of paid work experience with Microsoft Power BI and CRM;
- Experience in producing tools and materials (reports, presentations) to communicate data-driven insights to clients and senior decision-makers using MS Power BI, MS Excel, CRM or any other similar data visualization or analysis tools is desirable;
- Motivated to contribute towards peace and development and to serve others;
- Good interpersonal, networking and communication skills;
- Willingness to contribute and work as part of a team;
- Flexible and open to learning and new experiences;
- Respect for diversity and adaptability to other cultures, environments and living conditions;
- Experience with using and communicating data and research findings is highly desirable.
- Solid overall computer literacy, including proficiency in various MS Office applications (Excel, Word, etc.) and email/internet; familiarity with database management; and office technology equipment;
- Fluency in English and Spanish is required;
- Working knowledge of an additional official UN language is an asset.

Expected Demonstration of Competencies

Core

Achieve Results:	LEVEL 1: Plans and monitors own work, pays attention to details, delivers quality work by deadline
Think Innovatively:	LEVEL 1: Open to creative ideas/known risks, is pragmatic problem solver, makes improvements
Learn Continuously	LEVEL 1: Open minded and curious, shares knowledge, learns from mistakes, asks for feedback
Adapt with Agility	LEVEL 1: Adapts to change, constructively handles ambiguity/uncertainty, is flexible
Act with Determination	LEVEL 1: Shows drive and motivation, able to deliver calmly in face of adversity, confident
Engage and Partner	LEVEL 1: Demonstrates compassion/understanding towards others, forms positive relationships



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Enable Diversity and Inclusion	LEVEL 1: Appreciate/respect differences, aware of unconscious bias, confront discrimination	
<u>Cross-Functional & Technical competencies</u> (insert up to 7 competencies)		
Thematic Area	Name	Definition
Business Development	Collective Intelligence Design	<ul style="list-style-type: none">• Ability to bringing together diverse groups of people, data, information or ideas, and technology to design services or solutions
Business Development	Knowledge Generation	<ul style="list-style-type: none">• Ability to research and turn information into useful knowledge, relevant for content, or responsive to a stated need
Information Management & Technology	Data Management & Analytics	<ul style="list-style-type: none">• Knowledge in data management, data sciences, ability to structure data, develop dashboard and visualization. Design data warehouses, data lakes or data platforms concepts. Familiarity with Machine learning, natural language processing or generation and the use of artificial intelligence to support predictive analytics. CDMP or TOGAF9 or equivalent certification desirable
Business Management	Customer Satisfaction/Client Management	<ul style="list-style-type: none">• Ability to respond timely and appropriately with a sense of urgency, provide consistent solutions, and deliver timely and quality results and/or solutions to fulfil and understand the real customers' needs.

VI. Keywords
Data Analyst Teamwork Knowledge Sharing M&E