



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

I. Position Information		
Job Title: Analyst, Data and Business Intelligence Department: Regional Office, UNV, Latin America and the Caribbean Reports to: Manager, RO	Grade Level: P2 Bureau: LAC	Position Number: n/a Position designation: With no mobility requirement  Duty Station: Panama City, Panama
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
<p><b>The UNDP Junior Professional Officer (JPO) Programme:</b></p> <p>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.</p> <p>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.</p> <p>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.</p> <p>The JPO will work as part of a team and be supervised by an experienced UNDP staff member, including :</p> <ul style="list-style-type: none"><li>• Structured guidance and feedback, especially in the beginning of the assignment, with the purpose of gradually increasing of responsibilities</li><li>• Establishment of a work plan, with clear key results</li><li>• Guidance and advice in relation to learning and training opportunities within the field of expertise</li><li>• Completion of the yearly UNDP Annual Performance Review (APR) including learning and development objectives</li></ul> <p>The JPO will benefit from the following learning and development opportunities:</p> <ul style="list-style-type: none"><li>• Participation in a virtual Programme Policy and Operations Induction Course within the first 4 to 6 months of assignment</li><li>• Use of yearly JPO duty-related travel and training allocation (DTTA), as per the <a href="#">online DTTA guide</a></li><li>• On-going Masterclasses on relevant and inspiring themes</li><li>• Career development support mechanisms and activities</li><li>• Networking with fellow JPOs, young professionals and senior UNDP colleagues</li><li>• Mentoring programme</li><li>• Other training and learning opportunities</li></ul>



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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. The RO also leads in scoping and delivering UNV's advisory service offer on volunteer infrastructure.

### III. Position Purpose

Reporting to the Manager, Regional Office, and with the technical guidance of the Programme Analyst (RBM), Regional Office, the Data and Business Intelligence Analyst is responsible for assisting regional data collection and analysis. He/she focuses on providing BI guidance, facilitating UNV LAC teams' integration process into new working platforms, and assisting in the design of monitoring and evaluation tools, instruments, and reports, as well as on mechanisms for gathering and interpreting BI.

### 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.) Strengthening Partner Business Intelligence

<i>Example of Duties:</i>	<ul style="list-style-type: none"><li>• Liaise with the NY Office to replicate and adapt Host Entity business intelligence practices at the regional level, ensuring alignment with corporate methodologies.</li><li>• Coordinate with the RO and Field Units to implement the most effective methods and tools for collecting and analyzing qualitative and quantitative data on candidates, potential UN partners, UN Volunteers, and Host Entities.</li><li>• Conduct analysis of primary and secondary data, synthesizing insights to inform strategic decision-making and enhance regional business intelligence capabilities.</li></ul>
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#### 2.) Support Digital Platforms Integration

<i>Example of Duties:</i>	<ul style="list-style-type: none"><li>• In coordination with the Programme Analyst (RBM), design and optimize M&amp;E instruments and tools to strengthen data-driven decision-making and improve reporting capabilities.</li><li>• Review and analyze Volunteer Reporting Application (VRA) results to generate actionable insights aligned with corporate and regional objectives.</li><li>• Provide guidance on the optimal and efficient use of the Client Relationship Management (CRM) platform to enhance operational effectiveness and stakeholder engagement.</li></ul>
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#### 3.) Liaison with Communications and Talent Acquisition Units

<i>Example of Duties:</i>	<ul style="list-style-type: none"><li>• Collaborate with Communications Officer, Regional Office, to monitor and report on social media metrics, establishing correlations with volunteer mobilization trends and providing insights to improve outreach strategies.</li><li>• Analyze data related to talent acquisition (TA), offering recommendations from a BI / data perspective to strengthen recruitment efforts and align with corporate priorities.</li></ul>
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#### 4.) Support to Internal Results-Based Management Learning



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<b>Example of Duties:</b>	<ul style="list-style-type: none"> <li>• In collaboration with the Programme Analyst (RBM), Regional Office, identify training needs among UNV ROLAC personnel within the RBM framework.</li> <li>• Contribute to the design and delivery of internal RBM training sessions for UNV ROLAC personnel.</li> <li>• Collect and analyze feedback from colleagues to enhance training content and identify new training topics for BI / RBM future sessions.</li> </ul>
Supervisory/Managerial Responsibilities: N/A	

<b>V. Requirements:</b>	
<b>Education</b>	
Master's Degree or equivalent Advanced Degree in Data Science, Business Analytics, Statistics, Economics, Computer Science or Social Sciences with a focus on quantitative analysis.	
<b>Experience, Knowledge, and Skills</b>	
<b>List:</b> <ul style="list-style-type: none"> <li>• A minimum of two years of paid working experience in data analysis, business intelligence, monitoring &amp; evaluation or working directly with Microsoft Power BI and CRM;</li> <li>• Experience in designing and implementing data collection tools, methodologies or dashboards is highly desirable;</li> <li>• Experience producing tools (reports, presentations) to communicate data-driven insights to clients and senior decision-makers using Power BI, Excel, CRM or any other data visualization or analysis tool is desirable;</li> <li>• Experience conducting quantitative and qualitative analyses to support decision-making processes is desirable;</li> <li>• Experience with social media analytics and correlating performance metrics is an asset;</li> <li>• Good interpersonal, networking and communication skills;</li> <li>• Fluency in English is required.</li> <li>• Working knowledge of Spanish is highly desirable.</li> </ul>	
<b>Expected Demonstration of Competencies</b>	
<b>Core</b>	
<b>Achieve Results:</b>	LEVEL 2: Scale up solutions and simplifies processes, balances speed and accuracy in doing work
<b>Think Innovatively:</b>	LEVEL 2: Offer new ideas/open to new approaches, demonstrate systemic/integrated thinking
<b>Learn Continuously</b>	LEVEL 2: Go outside comfort zone, learn from others and support their learning
<b>Adapt with Agility</b>	LEVEL 2: Adapt processes/approaches to new situations, involve others in change process
<b>Act with Determination</b>	LEVEL 2: Able to persevere and deal with multiple sources of pressure simultaneously
<b>Engage and Partner</b>	LEVEL 2: Is facilitator/integrator, bring people together, build/maintain coalitions/partnerships
<b>Enable Diversity and Inclusion</b>	LEVEL 2: Facilitate conversations to bridge differences, considers in decision making



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***Cross-Functional & Technical competencies (insert up to 7 competencies)***

<b>Thematic Area</b>	<b>Name</b>	<b>Definition</b>
Business Development	Collective Intelligence Design	<ul style="list-style-type: none"> <li>Ability to bringing together diverse groups of people, data, information or ideas, and technology to design services or solutions.</li> </ul>
Business Development	Knowledge Generation	<ul style="list-style-type: none"> <li>Ability to research and turn information into useful knowledge, relevant for content, or responsive to a stated need.</li> </ul>
Information Management & Technology	Data Management & Analytics	<ul style="list-style-type: none"> <li>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</li> </ul>
Business Management	Customer Satisfaction/Client Management	<ul style="list-style-type: none"> <li>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.</li> </ul>
Business Management	Results-based Management	<ul style="list-style-type: none"> <li>Ability to manage programmes and projects with a focus at improved performance and demonstrable results.</li> </ul>
Business Management	Digital Awareness and Literacy	<ul style="list-style-type: none"> <li>Ability and inclination to rapidly adopt new technologies, either through skillfully grasping their usage or through understanding their impact and empowering others to use them as needed.</li> </ul>

**VI. Keywords**

Data Analyst  
M&E  
Knowledge Sharing  
Results-Based Management