



HR Benefits & Entitlements Services

UNDP's Global Shared Services Centre (GSSC) has been providing UN agencies with quality, timely HR services for over two decades. Our HR services cover every step of colleagues' UN journey – from recruitment to separation along with all the personal and professional events along the way. Our team of highly experienced HR professionals in eight locations provide HR administration services for staff and non-staff contracts, policy know-how and client support in Arabic, English, French and Spanish.



Lean on us.

We serve:

40K+ international, local & non-staff
in **170+** countries and territories

20K of these work for **45** other UN entities

30K HR transactions processed in 2023

We provide:



Key HR services: hires, reassignment, separation.



Life and career events administration.



Entitlements and travel management.



Social security support – pension, insurance, ASHI.

UNDP offers services dedicated to your agency. The HR professionals servicing your team have expert knowledge of UN rules and regulations and field conditions. We work with your agency to identify the best service options tailored to your business model and needs.

Continually improving our value-add

UNDP's recent centralization of HR services and system modernization provides leaner processes, improved process visibility, strengthened reporting and risk management capabilities.

Our tailored HR service modalities

- 1 Full administration of your agency's HR benefits and entitlements, and payroll functions.
- 2 A hybrid approach, partly taking care of your agency's HR benefits and entitlements, and payroll administration.
- 3 Payroll administration only.
- 4 Join the UN Quantum consortium to leverage the benefits of our modern cloud-based ERP platform – provides for end-to-end HR, finance, project management and procurement processes.

UNDP's commitment to your agency

- ✓ A personalized, dedicated client services team across locations, with all queries replied to within 3-5 business days, as defined by comprehensive Service Level Agreements.
- ✓ Timely implementation of UN policy and process changes ensuring adherence and minimizing risk.
- ✓ Enhanced HR data quality, access to real-time reports and a customer-feedback mechanism.
- ✓ Robust internal controls, system security and risk mitigation measures.



Learn more & get in touch

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