



HR Administration Services

UNDP's Global Shared Services Centre (GSSC) has been providing UN partner entities 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 personnel contracts, policy know-how and client support in Arabic, English, French and Spanish.



Lean on us.

Our experience & reach - 2025 annual figures

40K+ international and local personnel

170+ countries and territories

126K HR transactions processed

3,286 job classification service requests completed

2,064 recruitment service requests completed across UNDP and partner entities

106,450 employee benefits, compensation and entitlement transactions processed

We provide



Key HR services: hires, reassignment, separation.



Life and career events administration.



Entitlements and travel management.



Social security support – pension, insurance, ASHI.



Partner Personnel Services Agreement (PPSA) management for non-staff personnel.

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 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, while offering full payroll administration.
- 3** System agnostic Payroll administration services only.
- 4** Join the UN Quantum Consortium to leverage the benefits of our modern cloud-based ERP platform – provides for end-to-end HR, payroll, 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

Website: <https://gssc.info.undp.org>

Email: bes.registry@undp.org