

## Interoffice memorandum

**To:** All UNV Personnel

**Date:** 05 August 2022

**Ref:** OV/2022

**From:** Kyoko Yokosuka   
Deputy Executive Coordinator, Officer-in-charge

**Subject:** Online Volunteering service function setup in support to delivering of the UNV Strategic Framework

During the COVID-19 pandemic and in the context of a post-COVID work environment, UNV's Online Volunteering (OV) has received increased attention as it provides needed digital solutions. UNV included the ambitious target of steadily increasing OV engagement in its Strategic Framework 2022-2025 with 14,000 requested Online Volunteers in 2025.

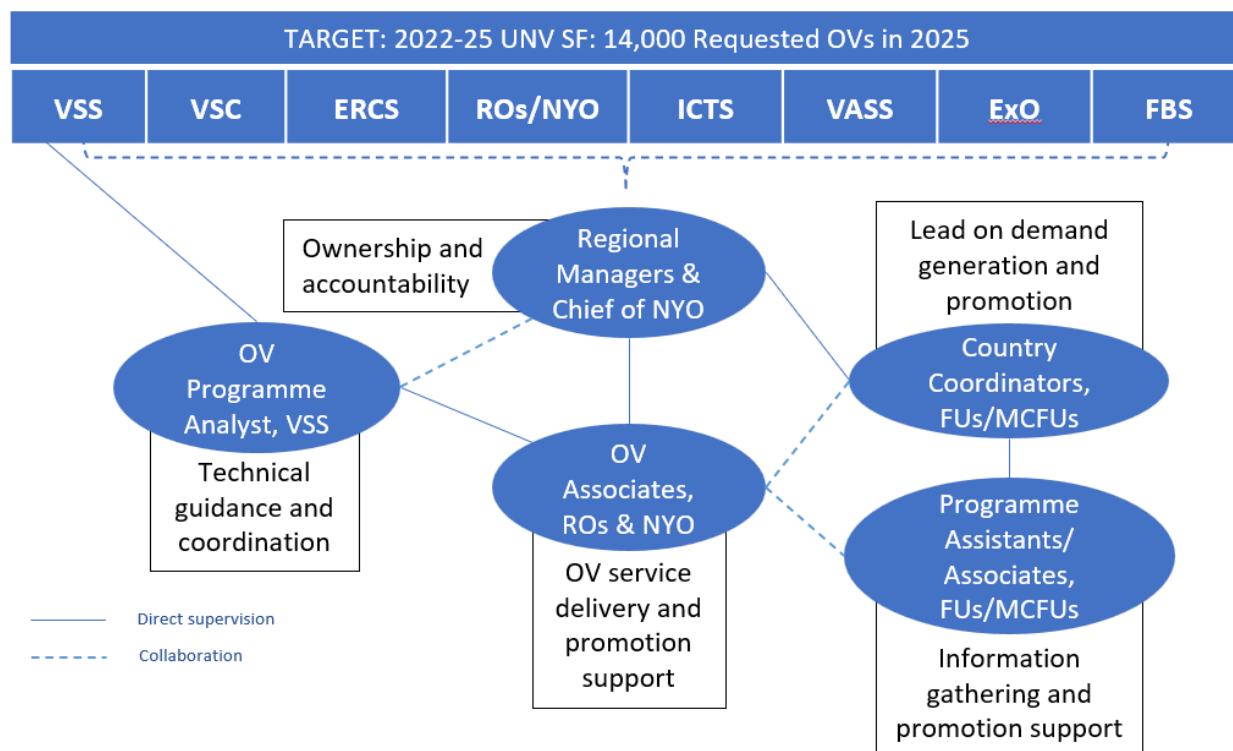
To achieve these targets and ensure sustainable OV service management and delivery, this memo outlines the Online Volunteering service function setup and re-confirms cross-sectional responsibilities effective immediately (pending related recruitments) until 31 December 2024.

### Online Volunteering service function setup and funding

- 1) The setup will follow the current regionally decentralized and mainstreamed model. It will consist of a dedicated OV capacity with Regional and New York Offices and a dedicated coordinating capacity at headquarters in the Volunteer Solutions Section, as follows:
  - a. OV Programme Analyst: One P2 TA position within the Volunteer Solutions Section at headquarters
  - b. OV Associates: One G6 or G7 TA position in each Regional and New York Office (in total 7 positions, level will be confirmed by classification) – DRAFT JD attached.
- 2) The OV service function will be funded through the Special Voluntary Fund for the period of 2023-2024.
- 3) The TA contracts will be for one year and may be extended for another year.

## OV service-related responsibilities

OV service function setup is visualized and roles with overall responsibilities are described below.



- Regional Managers and Chief of New York Office:** Accountability for OV mobilization, service delivery; business intelligence (NYO)
- Portfolio Managers/Specialist, Country Coordinators (Field Units/Multi-country Field Units):** Lead on demand generation, forecasting, and promotion of the UNV offer and services (UN and Online Volunteers)
- Programme Assistants/Associates in the Field or Regional office:** Support Country Coordinators, Regional Offices and OV Associates through gathering relevant information for OV related host entity/organization accreditation, support demand generation and development of promotional tools
- OV Associates embedded into the Regional Office and NYO:** Service delivery, support demand generation and forecasts, design OV tailored offers, including onsite-online combination, advocacy efforts of UNV New York and Regional Offices and Field Units, knowledge sharing, under technical guidance and in close collaboration with the OV Programme Analyst support corporate strategies development and implementation, global corporate offer refinement as well as OV related systems and policies, service desk level 2 support

- e) **OV Programme Analyst (VSS HQ):** Global corporate OV offer refinement, technical guidance to Regional and New York Offices on global OV offer and services, lead and coordination of corporate strategies development and implementation, OV related business requirements including for applications and policies, technical guidance and matrix supervision of OV Associates, data monitoring, support to corporate reporting in collaboration with Regional and New York offices through OV Associates, and provision of service desk level 3 support.

The dedicated OV function will directly report to the Regional Manager/Chief of NYO or any designated staff by the Regional Manager as primary supervisors, with technical guidance and matrix supervision of the Programme Analyst in the Volunteer Solutions Section (VSS) as secondary supervisor. Regional Offices, NYO and VSS shall ensure close collaboration and communication on OV related matters through joint planning, monitoring of results and regular calls to ensure seamless coordination of activities across the regions and at the global level.

Responsibilities of each section and office are outlined in the accountability framework in the 2019 [Online Volunteering service mainstreaming and project exit measures](#) memo.

### **Function setup review**

Review of the above defined function setup, including achievements, challenges and lessons learned will be led by VSS and take place in mid-2024. The results of the review will define the consequent setup and contractual modality in 2025 onwards.