

United Nations Development Programme

Career Support Services for Staff in Transition

November 2022

The Organisation

A United Nations agency tasked with helping countries eliminate poverty and achieve sustainable economic growth and human development. Headquartered in New York City, it is the largest UN development aid agency.

The UNDP emphasizes developing local capacity towards long-term self-sufficiency and prosperity. It administers projects to attract investment, technical training, and technological development, and provides experts to help build legal and political institutions and expand the private sector.

The UNDP operates in 170 countries and is funded entirely by voluntary contributions from UN member states.

The Background

Many staff are on mobile contracts so after a period of time they need to transition to different roles, area of business, and many were hindered in this by pandemic. These staff needed support to restart on their career plans. It can be daunting to identify and secure new roles so the programme was designed so they would could rely on confidential, tailored coaching and practical advice to help them take ownership of their career path.

Alongside our partner Fuel50, who provided the software platform, 10Eighty were asked to provide tailored career support services for staff in transition.

Our Approach

10Eighty designed a programme to provide:

- a. **CV / P11 review** – a one hour session in either English, French or Spanish as specified by the interview; an interactive workbook; feedback, agreed actions and follow-up.
- a. **Mock interview** – one and a half hours in either English, French or Spanish conducted via Zoom and using the STAR model and standard competency based questions, not tailored to a specific role, feedback to be included in the session;
- a. **One to one career coaching for people managers** – two hours with a coach in either English, French or Spanish, the session uses standard questions that are general in nature and not tailored to specific roles/functions; on the topic 'Are you market ready' including a Q&A session and a review of workbook exercises and Fuel50 talent mobility platform; review of elevator pitch.

a. Access to the Fuel50 career path platform

About the Fuel50 platform

Fuel50 is designed specifically to help organisations create happier teams: employees who are engaged, present.

An interactive career pathway platform that matches people with coaches, learning, projects and career journeys. It allows individuals to reflect on their career values, talents, and motivators to identify their potential career pathways across the organization. The platform allows the individual to identify a skills matrix that enables them to take control of their career.



Feedback

	Excellent	Very Good	Good	Average	Unsatisfactory	Total
My coach was friendly, knowledgeable, helpful and organised	32	7	2	0	0	41
I found this session valuable/useful	24	14	3	0	0	41
I would recommend this session to my colleagues	29	10	2	0	0	41

Teresa helped me get me 'out of my head' and approach my job search from a more detached and objective perspective. Teresa also has superb social skills and made me feel at ease as well as being very well prepared and well organized and willing to try new things. Highly recommended."

"Clare was very professional and was able to put me at ease and walk me through the CV and interview prep phase - her experience and breaking down things for me to better understand is much appreciated. I wanted to add that Clare did an excellent job in guiding me with the P11/CV and also coached me for interview preparation. All this time I thought I had a good CV/P11, after meeting Clare and using her experience, I realised how I could elevate my CV/P11 from good to great. Thank you so much Clare."

What participants enjoyed and found useful?

"The information on CV developing as well as completing a P11 was very beneficial."

"Great, clear examples and step by step explanations."

This programme is ongoing with some participants yet to complete all elements.

Outcomes

All participants in the programme successfully landed new roles either within the UN or elsewhere.

10Eighty and Sustainability

We demonstrate a commitment to sustainability in three key areas.

- **10Eighty is a proud member of the B1G1 community.** B1G1 is a social enterprise that helps businesses embed giving into their business operations. B1G1 uses the Sustainable Development Goals (SDG) as a giving framework. Through our membership with B1G1, we have been able to make an impact on a number of the Sustainable Development Goals such as SDG 3, 4, 5, 8, 10 and 11. 10Eighty has provided 20 days of education for girls in Kinshasa and Kenya, given one year of financial and business training to women in Burundi and provided bricks for new school facilities.
- **10Eighty operates with a remote working model.** In the case of an in-person team meeting, 10Eighty will use a flexible workspace.
- **10Eighty has partnered with Ethical Angel** to deliver learning opportunities to our team, coaches, and clients. Ethical Angel is a community, leading a movement to change how people learn, work, and impact society. They use technology and science to create a new system that values the needs of charities, social enterprises and NGOs as experiential learning opportunities.

We have worked with Barnado's, Unicef, the University of London, Rabobank, King's College London, and are active participants in the CIPD Mentoring Scheme a member-to-member mentoring scheme where both parties involved are CIPD members representing the people profession.