



World Food  
Programme

SAVING  
LIVES  
CHANGING  
LIVES



# Welcome to Human Resources (HR)

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may be subject to change  
over the course of time -  
please always check validity  
with your local HR

# Welcome from the Director of HR

The world is evolving at unprecedented pace and we, as an organization, need to be at the forefront of this transformation to ensure that more lives can be saved and changed by our interventions. Our people are our greatest asset and you are joining a remarkable team of committed and capable professionals, dedicated to ending hunger. The Human Resources division plays a crucial role in shaping the way we work together as one team.

As Director of HR, I am hoping that you will look forward to come to work every day. A network of HR staff across the world strive to ensure that all of our employees are working in the best possible environment and conditions and that they are clear on their role and the expectations of their jobs. Our aim is to take away any worries you may have on your benefits and entitlements, so that you can concentrate on making a difference in the lives of those we serve. We provide support and guidance throughout the full employee journey - from when the hiring decision is made until the end of what we hope has been a very fulfilling career with WFP. We partner with all functional areas to address their staffing needs, helping them to build the capacity and skills required to address hunger. At the same time, we ensure that our employees are equipped with the right tools to take ownership of their careers and are given the opportunities they deserve. We are committed to rewarding strong performance and work to promote an open dialogue between employees and their supervisors.

WFP needs every single one of you to be contributing; wherever you come from, whatever your background. At WFP, our diversity is our strength, and if we can continue to harness the power of our different backgrounds, we will continue to achieve amazing results.

A warm welcome and my very best wishes for this new adventure of serving the world's most vulnerable people.

Sincerely,  
Director, Human Resources

# HUMAN RESOURCES DIVISION (HRM)

APRIL 2024



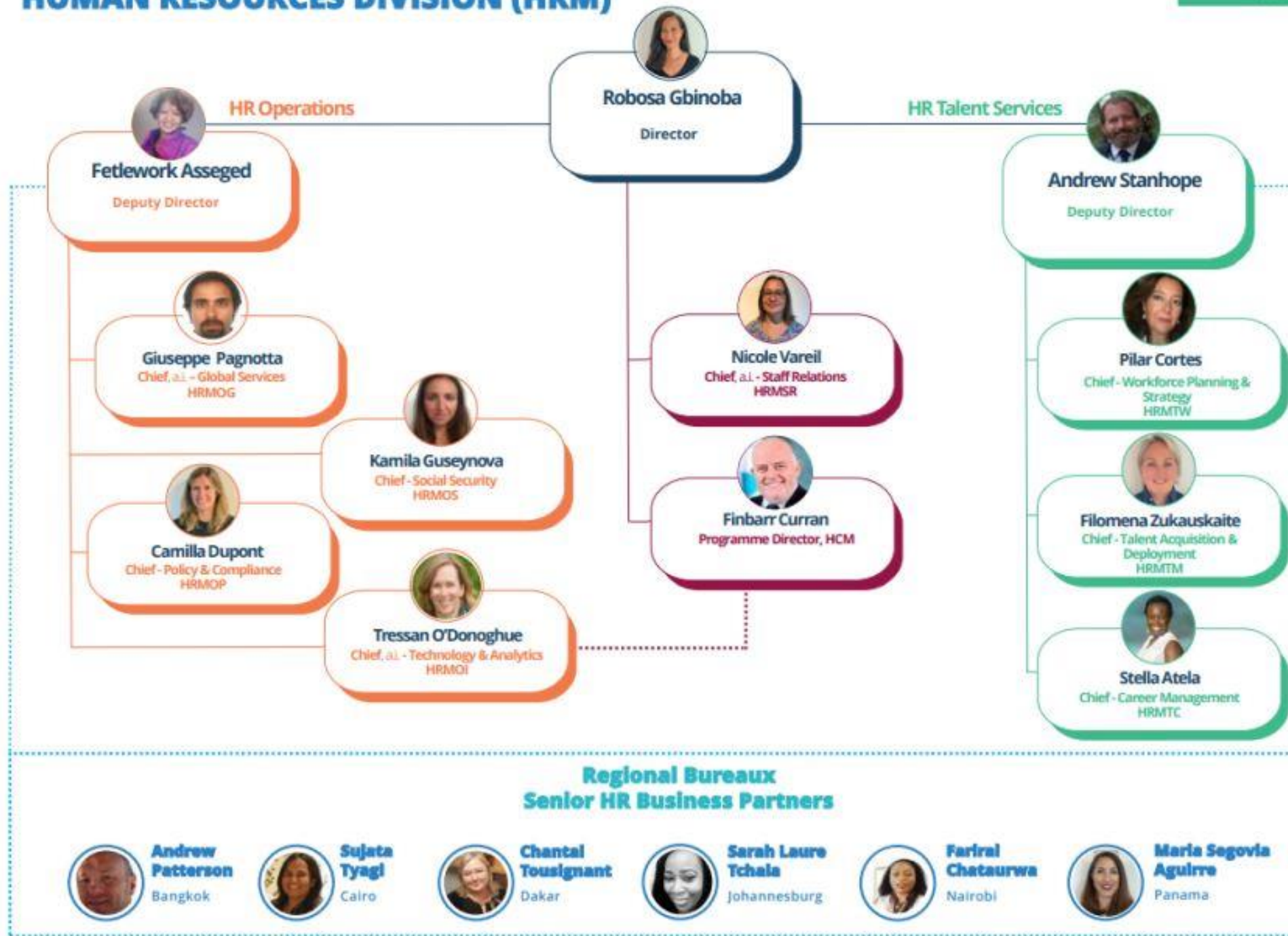
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## TALENT ACQUISITION & DEPLOYMENT

### Talent Acquisition

Supporting the organization to equip its workforce with the right capabilities by promoting an engaging employer brand, sourcing top talent, supporting their integration into the organisation and building a talent pipeline for future needs

### Deployment

Facilitating the deployment of International Professional staff to areas where they are needed most, building the versatility and capability of talent through diverse experiences

### Career Management

Enabling staff to more actively engage in their career by guiding the skills to focus on, and providing the necessary tools to do so. Supporting the organisation in building its talent through a transparent promotion process

## PERFORMANCE MGT & LEARNING

### Learning and capability development

Identifying the skills, knowledge and expertise critical to WFP's operations and developing these competencies through training and capability development activities. Establishing robust, targeted and strategic frameworks and systems through which capacity building activities can be better prioritized, implemented and reported upon, to better support the professional development of WFP leaders and staff

### Performance Management

Fostering a conducive performance management culture where shared objectives are achieved and documented, through rigorous and transparent performance assessments based on continuous dialogue and feedback. Providing staff and managers with the support and tools needed for performance management

### Global Staff Survey (GSS)

Monitoring and promote staff engagement and coordinate the biennial WFP Global Staff Survey

### Diversity & Inclusion

Embedding Diversity and Inclusion in full talent management cycle to drive achievement of gender parity by 2021.

## STAFF RELATIONS

Centre of expertise on issues of individual accountability and disciplinary practice.

Strategic advice to managers and HR professionals in connection with the prevention and informal resolution of grievances and workplace conflicts. Technical assistance in respect of potentially contentious decisions (e.g. separations).

Promotion of constructive staff-management relations, including through consultation with staff representative bodies and other relevant stakeholders on HR policy initiatives and matters concerning the welfare of employees.

Guidance and outreach on WFP behavioural values and coordination of actions aimed to ensure a safe and harmonious workplace for all WFP employees.

## HR TECHNOLOGY & ANALYTICS

HRMOI supports critical HR and corporate processes and decision-making capability through design, implementation and administration of technology solutions. More specifically, HRMOI: Leads development, implementation and deployment of HR Technology Strategy,

- Provides global HR systems administration, user support and guidance. Responsible for HR Master Data management to allow accurate application of entitlements and benefits to WFP employees,
- Provides regular and ad-hoc reports and analytics, including metrics and insights to support purposeful workforce management, evidence-based decision-making and the presentation of WFP achievements.

## FIELD SUPPORT

The Field Support branch supports the People Strategy initiatives to shift the focus to the places where WFP serves around the globe. To achieve this, the branch's portfolio maintains the following responsibilities: Conduct Job Evaluations and Job Classifications, serve as Expert Partner (advisor and/or facilitator) in Structure and Staffing Reviews with on-site support in WFP field-based offices, manage the emergency staff roster.

## HR OPERATIONS

Responsible for the management, supervision and coordination of all human resources matters related to contracts, entitlements and benefits. Administration of end-to-end employee lifecycle processes from onboarding to separation. Maintenance of accurate payroll records and HR data. Provision of expert advice to staff and managers on operational matters in compliance with HR rules and policy. Answering client queries and resolving issues arising from requests. Supporting workforce mobility by implementing corporate transfer decisions as well as collaborating with other agencies on the secondment, transfer and loan of staff. In emergencies, facilitating the quick deployment of staff and external providers on temporary assignment.

## HR POLICIES

Supporting the formal development, interpretation, and application of rules and guidelines for HR to ensure WFP has a fit-for-purpose workforce. Working with other UN agencies to improve benefits and entitlements; and ensure harmonisation in the UN Common System.

### Roles and responsibilities HQ HR vs RB HR

The regional HR is the main point of contact for CO HR when in need of guidance regarding national employees

Management of international staff is centralized and main point of contact is HQ HR

For topics such as HR policy, this covers ALL employees (national and international)- main point of contact for HR CO will be the regional HR. Regional HR will escalate as appropriate to HR HQ.



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HRM  
Structure



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