**UNITED NATIONS DEVELOPMENT PROGRAMME –
JUNIOR PROFESSIONAL OFFICER (JPO) JOB DESCRIPTION**

I. Position Information

Job Title: Programme Analyst - Digital Innovation Officer (JPO) Department: Good Governance Reports to: Programme Specialist, Good Governance	Grade Level: P2 Bureau: RBEC	Position Number: n/a Position designation: With no mobility requirement Duty Station: Belgrade, SERBIA

Career Track: Professional/Expert
Career Stream: Policy/Programme
Contract Modality: FTA International (JPO)
Contract Duration: 1 year FTA, renewable at least once subject to satisfactory performance, recommendation by respective office and partner country agreement

II. Background and Organizational Context

The UNDP Junior Professional Officer (JPO) Programme:

The UNDP (United Nations Development Programme) JPO Programme equips outstanding young leaders with the skills and experience required to advance the Sustainable Development Goals (SDGs) and make a positive difference in the world. As a pathway into the world of development, the programme offers young professionals excellent exposure to multilateral cooperation and sustainable development while providing a valuable entry point into the UN system.

During their assignments, JPOs benefit from the guidance of experienced UNDP staff members and are actively involved in supporting the design and implementation of UNDP's programs within UNDP's headquarters, regional or country offices. Additionally, the JPO will undergo a journey of exposure and growth which will build both personal and professional capacity for a career within the multilateral development sector.

As a JPO and young professional in UNDP you should be interested in pursuing a global career with aspiration to work for a field-based organization in support of the development agenda.

The JPO will work as part of a team and be supervised by an experienced UNDP staff member, including:
- Structured guidance and feedback, especially in the beginning of the assignment, with the purpose of gradually increasing of responsibilities.
- Establishment of a work plan, with clear key results
- Guidance and advice in relation to learning and training opportunities within the field of expertise
- Completion of the yearly UNDP Annual Performance Review (APR) including learning and development objectives

The JPO will benefit from the following learning and development opportunities:
- Participation in a virtual Programme Policy and Operations Induction Course within the first 4 to 6 months of assignment
- Use of yearly JPO duty-related travel and training allocation (DTTA), as per the online DTTA guide
- On-going Masterclasses on relevant and inspiring themes
- Career development support mechanisms and activities
- Networking with fellow JPOs, young professionals and senior UNDP colleagues
- Mentoring programme
- Other training and learning opportunities

Organizational context

Digital transformation has been one of the key development priorities for the Republic of Serbia. In addition to high-level political support, the Government created a new institutional framework to manage this process and initiate internal changes throughout the administration. In 2017, the Office for IT and e-Government (ITE) was created to consolidate

the government's ICT resources, develop common infrastructures and support the transition from an institution-centric to a citizen-centric model of e-service design and delivery. In addition to ITE, the main driver of digital transformation, all other ministries also participated in these efforts in their respective areas. Important reforms have been initiated to accelerate the growth of the digital economy and innovation ecosystems. Among others, the Centre for the Fourth Industrial Revolution was established by the Serbian government, the World Economic Forum and the UNDP, with a focus on biotechnology and AI, while the Institute for Artificial Intelligence was set up to facilitate R&D.

UNDP Serbia has been supporting this broad digitalization agenda across the board. Our Digital Innovation Portfolio is part of the Governance team that supports a wide variety of actors and implements projects on digital governance, digital skills, emerging tech, data, and digital economy. In addition, the CO has developed internal capacities such as the Tech Cell, a team of highly skilled IT experts supporting IT projects and other country offices, and the Accelerator Lab, a research and development unit for the Sustainable Development Goals. Currently, the CO is working in the following focus areas: e-government and user-centred design, digital skills and women in STEAM, artificial intelligence, biotechnology, knowledge economy, cybersecurity and infrastructure.

III. Position Purpose

The JPO will be placed under the supervision of an experienced and knowledgeable Programme Specialist – Good Governance who will take responsibility to guide and mentor the JPO. The JPO will also work closely with UNDP's Digital Advisor in Serbia, as well as alongside the Accelerator Lab. The JPO will receive all-round mentorship and guidance around designing policies, engagement strategies, experiments and learning exercises, futures and foresight methods in development, and if interested also AI tools and software development in collaboration with our Tech Cell.

As a full member of the Programme Unit of UNDP Serbia, the JPO will play a vital role in supporting the implementation of the following key initiatives:

1. Serbian Strategic Framework for Digital Transformation: The JPO will contribute to the development and execution of projects aligned with Serbia's national strategy for digitalization. This includes initiatives focused on enhancing e-government services, fostering digital skills development, and promoting the adoption of emerging technologies such as artificial intelligence and biotechnology.
2. UN 2030 Agenda for Sustainable Development: The JPO will support UNDP's efforts in achieving the Sustainable Development Goals (SDGs) related to innovation, infrastructure, and industry (SDG 9). This may involve research, analysis, and program implementation to leverage digital technologies and innovative solutions in addressing development challenges.
3. Digital Agenda for Europe: In collaboration with the European Union and its member states actively engaged in promoting and implementing the Agenda in Serbia, the JPO will contribute to projects aimed at harmonizing Serbia's digital policies and strategies with the EU's Digital Agenda. This includes initiatives focused on improving digital literacy, promoting digital entrepreneurship, and ensuring the responsible use of emerging technologies. The JPO will also support partnership building with the EU and member states on digital and innovation, including research and development and partnership building initiatives on artificial intelligence, data science, biotechnology, knowledge economy, among others.
4. Declaration on Common Regional Market of the Western Balkans: The JPO will help with regional cooperation and integration in the digital sphere among Western Balkan countries. This may involve facilitating knowledge-sharing, promoting cross-border collaborations, and supporting the development of common digital infrastructure and frameworks.

The JPO will work closely with other units of UNDP in Serbia, the Istanbul Regional Hub, and other UNDP teams globally as required. The JPO will be encouraged to progressively assume independent responsibility for the formulation and implementation of these initiatives, leveraging their expertise in digital innovation, data analysis, and stakeholder engagement.

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IV. Key Duties and Accountabilities
The JPO will perform the following functions:
1) **Conduct research and provide analysis:**
• Conduct in-depth research on emerging trends, advancements, and challenges within the fields of artificial intelligence, biotechnology, and future skills.   • Analyze data, reports, and industry insights to identify key opportunities and potential risks. Synthesize complex information into clear, actionable insights for stakeholders.
2) **Assist with the interpretation of findings to inform strategic decision-making and innovation initiatives:**
• Support in conducting thorough data analysis within the domains of the knowledge-based economy, skills gap, and artificial intelligence.   • Utilize appropriate methodologies and tools to analyze datasets, identify patterns, and extract meaningful insights.   • Interpret findings to inform strategic decision-making and innovation initiatives.
3.) **Support the Programme Specialist in the following tasks:**
• Participate and contribute to meetings on digital, related to the UN partnership with the EU and Government institutions.   • Prepare briefing notes, speeches, and other required documents to support the outreach activities of senior management.   • Support other/ad hoc activities as seen relevant and needed, such as support to planning and execution of high-level events, donor and stakeholders coordination, partnership building, etc.
4.) *Facilitate knowledge building and knowledge sharing:*
• Engage in strategic learning, planning, advocacy and resource mobilization activities in view of maintaining and increasing funding.   • Organize and facilitate workshops, seminars, or training sessions to share best practices, lessons learned, and emerging trends in the fields of digital innovation, artificial intelligence, and biotechnology.   • Collaborate with academic institutions, research organizations, and other relevant stakeholders to promote knowledge exchange and foster dialogue and partnerships on the responsible development and adoption of emerging technologies.   • Assist with the development and maintenance of knowledge-sharing platforms, such as online forums, communities of practice, or knowledge repositories, to facilitate the dissemination of information and insights among UNDP teams, partners, and beneficiaries.   • Contribute to the preparation of reports, case studies, and other knowledge products that capture and document successful initiatives, challenges, and lessons learned in the areas of digital transformation and innovation.
Supervisory/Managerial Responsibilities: The JPO may supervise and provide guidance to young volunteers and interns and other staff members where appropriate.

V. Requirements:
Education
• Master's degree in social or technical sciences, public policy, ICT, biotechnology or equivalent.
Experience, Knowledge, and Skills
Required skills and experience: • A minimum of two years of relevant working experience.   • High affinity for digital change and high digital literacy on technology innovation.   • Proficient use of office productivity applications.   • Work experience in digital transformation initiatives at national or local level, or experience taking part in social innovation activities.

Desired skills and experience:
- Ability to strategize, build partnerships, and coordinate high-level events effectively.
- Proven written and verbal communication skills targeting diverse audiences (e.g. policy makers, the general public, media, academia, etc.) concerning digital transition, knowledge-based economy, artificial intelligence, among other relevant domains for this position.
- Experience of working with big data or applying AI in research.
- Experience on work in conducting academic or policy research and data analysis.
- Work experience in developing countries, preferably in Southeast Europe and Western Balkan countries.
- Experience of working in or with UNDP Country Offices is an advantage.
- Knowledge of UNDP rules, policies, procedures and practice is an advantage.

Language requirements (Required / Desired):
- Fluency of written and spoken English is required.
- Knowledge of Serbian language is desirable.

Expected Demonstration of Competencies	
Core	
Achieve Results:	LEVEL 2: Scale up solutions and simplifies processes, balances speed and accuracy in doing work
Think Innovatively:	LEVEL 2: Offer new ideas/open to new approaches, demonstrate systemic/integrated thinking
Learn Continuously	LEVEL 2: Go outside comfort zone, learn from others and support their learning
Adapt with Agility	LEVEL 2: Adapt processes/approaches to new situations, involve others in change process
Act with Determination	LEVEL 2: Able to persevere and deal with multiple sources of pressure simultaneously
Engage and Partner	LEVEL 2: Is facilitator/integrator, bring people together, build/maintain coalitions/partnerships
Enable Diversity and Inclusion	LEVEL 2: Facilitate conversations to bridge differences, considers in decision making

Cross-Functional & _Technical competencies_ (insert up to 7 competencies)

Thematic Area	Name	Definition
Business Management	Results-based Management	Ability to manage programmes and projects with a focus at improved performance and demonstrable results
Business Development	Integration within the UN	Ability to identify, and integrate capacity and assets of the UN system, and engage in joint work; knowledge of the UN System and ability to apply this knowledge to strategic and/or practical situations.
Business Management	Partnerships management	Ability to build and maintain partnerships with wide networks of stakeholders, Governments, civil society and private sector partners, experts, and others in line with UNDP strategy and policies.
Business Management	Monitoring	Ability to provide managers and key stakeholders with regular feedback on the consistency or discrepancy between planned and actual activities and programme performance and results
Business Management	Communication	- Ability to communicate in a clear, concise, and unambiguous manner both through written and verbal communication; to tailor messages and choose communication methods depending on the audience. - Ability to manage communications internally and externally, through media, social media, and other appropriate channels.
2030 Agenda: Prosperity	Skills, human-centric approach, inclusive and	Substantive knowledge on digital transformation policies and emerging technologies.

	responsible technology	

VI. Keywords

Digital, Emerging tech, Skills gap, Knowledge economy