



## **United Nations System Staff College (UNSSC)**

### **Associate Fellow**

<b>Vacancy No:</b>	<b>AF/005/2017</b>
<b>Post Title:</b>	<b>Associate Fellow - 4 POSITIONS</b>
<b>Organizational Unit:</b>	<b>Learning Lab</b>
<b>Duty Station:</b>	<b>Turin, Italy</b>
<b>Duration:</b>	<b>March – December 2017, extendable</b>
<b>Deadline for applications:</b>	<b>26 February 2017</b>

### **Organizational context**

The United Nations System Staff College (UNSSC) with its headquarters in Turin, Italy, is the United Nations institution for system-wide knowledge management, learning and training for the staff of the United Nations system. The College is expected to play a pivotal role in contributing to UN reform, the development of a common culture based on effectiveness, expertise and continuous learning through the development, co-ordination and provision of cross-cutting learning programmes which impact on all agencies and staff.

The Learning Lab is one of the Programme Teams in the UNSSC, seeking to offer UN system organizations and staff innovative and cost-effective solutions to support staff development and increase learning, management and communication competencies and organizational capabilities. To this end, the Learning Lab team focuses on the application of technology and innovation to learning and knowledge management, fosters peer learning and offers UN personnel a broad portfolio of courses and on-demand services on core skills and management competencies.

The Learning Lab is seeking for four (4) associate fellows to support the development and delivery of UNSSC on-line tutored programmes. These programmes are usually conducted entirely online over a period spanning four to six weeks each, using a mix of synchronous and asynchronous learning methodologies. The Learning Lab carries out approximately 20 such programmes per year. While English is the predominant language, some of these courses are carried out in French and Spanish.

## Terms of reference

Under the supervision of a Course Coordinator in the Learning Lab, **Associate Fellows for Online Tutored Programmes** will be responsible for, but not limited to, the following:

### Before each programme starts

- Draft communication pieces, flyers and other tools as required to support marketing and outreach efforts;
- Conduct information campaigns and focused marketing interventions to reach out to key stakeholders and audiences at least six to eight weeks prior to the beginning of each programme.
- Monitor and respond promptly to enrolment requests, in consultation with a Course Coordinator as required. Coordinating administrative actions (eg. Invoicing, etc) and ensuring information flow to and from Operations as required.
- Prepare timely all documentation required for administrative action in relation to these courses and coordinate internally and externally to process it.
- Assist in conducting learning needs assessments with participants, and analysing results to feed into the instructional design of the course;
- Propose draft programme design and participate in learning design;
- Liaise with subject matter experts from within and outside of the UN, supporting them to create and tailor contents for learning programmes as required;
- Liaise with coaches as required, to schedule and monitor coaching sessions;
- Liaise with case writers for relevant programmes, monitoring the progress of case writing as required;
- Conduct usability test of the online course platform and set up course modules in the platform;
- Draft content pieces for publishing on course platform, support the Course Coordinator in administering and maintaining such platform.
- Provide support on the use of the Webinar tool, WebEx, and other related educational tools, and conduct training sessions for instructors;
- Conduct WebEx test sessions with participants;
- Assist in the production of videos and multimedia contents in support of the programme;
- Ensure that all course materials are ready online before the course starts.

### During delivery of online instruction

- Monitor online courses, facilitate Webinar sessions, and help trouble-shooting;
- Provide instructional technology support to instructors and online moderators, and conduct training sessions for them;
- Assist in drafting evaluation survey for participants;
- Collect feedback, and assist in analysing results throughout the course;
- Respond to queries related to the course, summarise and formulate them in Programme Help Centre.

### Upon completion of each course

- Compile evaluation results and update course information on UNSSC programme database as required;
- Suggest recommendations for future editions based on the feedback received;
- Draft a final course report and produce aggregated statistics for sponsoring agencies as required.

### Continued support responsibilities for the entire duration of the assignment

- Coordinate with relevant colleagues (within and outside the Learning Lab team) and provide administrative information as necessary to ensure compliance with operational processes and procedures;
- Contribute to administrative tasks as required, internal discussions and meetings, and liaise with the Operations team as necessary;
- Participate in the discussions to conceptualize and develop new programmes;
- Assist in drafting concept papers and proposals for Learning Lab activities;
- Assist in benchmarking and research as required to identify best practices and relevant sources of knowledge that could be used in support of new and existing programmes;
- Perform any other duties as required.

### Qualifications required

These four positions require:

#### Education:

Master's degree in instructional design of educational technology, adult education, communication sciences or a relevant field. Candidates not in possession of a Master's degree but who demonstrate substantive relevant experience in the administration, development and management of e-learning courses in a multicultural environment in combination with a relevant Bachelor's Degree may be considered.

#### Experience:

Minimum 1 year of experience is required, in managing online activities which structure shall be similar to UNSSC online courses. Professional experience in the field of instructional design, training, or education in general is required. Working in an international context is desirable.

#### Languages:

Excellent knowledge of English is required. Working knowledge of French and/or Spanish is highly desirable. Knowledge of another UN official language is an asset.

#### Computer skills:

Sound technology skills (MS Office, video editing, managing Moodle platform, conducting WebEx sessions etc).

Proficiency in the use of Moodle and WebEx is highly desired.

#### Other skills and competencies:

The following skills are highly desirable:

Excellent client-orientation and planning and organizing skills;

Ability to learn and act in a fast-paced environment.

Ability to work effectively as part of a team.

### Other information

**This appointment corresponds to a local recruitment. The successful candidate is responsible for any expenses incurred in order to take up the duty.**

The Associate Fellow is neither a "staff member" under the Staff Regulations of the United Nations nor an "official" for the purpose of the Convention of 13 February 1946 on the privileges

and immunities of the United Nations. However, the Associate Fellow may be given the status of an “expert on mission” in the sense of Section 22 of Article VI of the Convention and, if required to travel on behalf of the United Nations, may be given a United Nations certificate in accordance with Section 26 of Article VII of the Convention.

### **Submission of applications**

The application (in English) should include the following:

- a duly completed, updated and signed P11 form (<http://www.unssc.org/sites/unssc.org/files/p11un.doc>)
- a motivation letter elaborating in a concise style why you consider yourself qualified for this position The application should be submitted preferably by e-mail to [recruitment@unssc.org](mailto:recruitment@unssc.org) with a subject title of “Application for Associate Fellow 005 – Learning Lab”.

If electronic submission is not possible, hard copy can be mailed or faxed to:

UNSSC Operations  
United Nations System Staff College  
Viale Maestri del Lavoro, 10 10127 Turin, Italy  
Fax: (+39) 011 65 35 902

### **Late submission of application and/or incomplete application will not be considered.**

Due to the volume of applications received, receipt of applications cannot be acknowledged individually. Only those candidates who are successful at the application pre-screening stage will be contacted shortly after the application deadline.

Date of issuance: 15 February 2017