Vacancy No:	**VA/UNSSC/018/2024**
Post Title:	**Associate Learning Officer, P2 (2 positions)**
Organizational Unit:	**Digital Learning Services – Integrated Business Centre**
Duty Station:	**Turin, Italy**
Duration:	**364 days (Temporary Appointment)**
Deadline for applications:	**17 August 2024**

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At the United Nations System Staff College (UNSSC), the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. UNSSC is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

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Organizational context

The United Nations System Staff College (UNSSC) is dedicated to serving the learning and knowledge needs of the UN system and partner organizations. We create first-rate learning experiences grounded in the bedrock values of multilateralism and dignity for all enshrined in the UN charter. Participants in our programmes rely on UNSSC to enhance their knowledge and skills across leadership and management, sustainable development, and peace and security. UNSSC is headquartered in Turin, Italy with an office in Bonn, Germany.

The United Nations System Staff College operates through two distinct but interdependent departments: 1) Learning and Knowledge Services (LKS), and 2) Integrated Business Services (IBC). The IBC adds value to the relationship between UNSSC, its clients and donors through integrated support to UNSSC's Directorate and programmes in a manner that optimizes quality and agility of services; facilitates compliance with UN rules and regulations; leverages business insight and service opportunities; while making use of innovative technologies to increase efficiency and impact, thus contributing to positioning UNSSC as a centre of excellence and top provider of learning services for UN personnel within the UN system.

As part of a two-year project to strengthen internal capability on digital learning the UNSSC is looking for experienced associate learning officers to be embedded in programme teams and deliver digital learning support to them with a view to foster development of their respective learning catalogue and financial sustainability. The incumbent will also contribute to organizational knowledge management and efficiency efforts through, inter alia, the codification and optimization of learning design practices and processes.

The positions are located in the Digital Learning Services (DLS) unit which is part of the UNSSC Integrated Business Centre. DLS is behind the design, coordination and development of UNSSC's Blue Line, a global learning hub for personalized and self-directed learning as well as the design and administration of UNSSC's Learning Management System (LMS).

Terms of reference

Reporting directly to the Digital Learning Specialist at the IBC-DLS, and coordinating day-to-day work with the respective Senior Managers of the teams in which they are embedded, the Associate Learning Officers are responsible for providing the following digital learning services:

Instructional design and content curation services:

- Work with UNSSC teams, partners and resource persons to facilitate optimal use of the existing UNSSC's learning ecosystem and digital learning services. This includes providing project management, content development and quality assurance for UNSSC's Blue Line platform.
- Serve as IBC-DLS focal point on digital learning matters for their respective programme teams, facilitating scalability of practices and processes through optimal use of the UNKampus LMS, by providing guidance on overall user experience (UX) coherence and best practices on content management.
- Apply sound instructional design principles, ensuring application of sound pedagogical and andragogy principles to e-learning development projects based on learner/client characteristics; culture, context and circumstances, as appropriate. Match content and subject matter materials to intended learning outcomes. Identify additional learning materials, strategies and methods required.
- Using appropriate e-learning authoring tools, such as Articulate products, audio and video editing software, update self-paced courses, modify, and design or redesign as needed.
- Apply sound UX research methods to ensure content design and user experience respond to learners' needs and best practices of web usability.
- Analyze and explore opportunities to expand on their respective programme team's learning content catalogue on UNSSC's Blue Line platform.

Learning ecosystem management services:

- Offer advisory services and on-the-job training to members of their respective programme teams on best-fit LMS functionality, automations, course formats, and content deployment.
- Contribute from a programme team perspective to UNSSC efforts to develop a robust learning ecosystem (services and learning experiences) through a continuous process of analysis, research and development, including user experience and team feedback.

Knowledge management and capacity-building services:

- Contribute to knowledge management and capacity building efforts within the team, including by distilling and codifying good practices into job aids, templates, and FAQs on how to optimize learning design through a UX lens.
- Analyse capabilities and make recommendations on integrating emerging technologies, such as Generative Artificial Intelligence (AI) tools, for use in an instructional environment.

Perform other related duties, as assigned.

Core competencies

Professionalism: Solid understanding and experience in learning design and technology-enhanced learning; solid knowledge and experience in instructional design and e-learning content development; proven experience in learning ecosystem design, UX and content management and curation. Demonstrated professional competence and mastery of subject matter.

Planning and organizing: Supports other UNSSC teams in e-learning design and development by helping to set clear, strategic goals, identifying and prioritizing key instructional activities and quality assurance processes.

Communication: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

Technological awareness: Solid knowledge and experience of learning management systems and content authoring software. Understanding of applicability and limitation of technology to the work of the office and experience on the application of technology to support learning and training intervention. Experience in LMS system administration and human-centered design is an asset.

Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Creativity: Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; promotes and persuades others to consider new ideas; takes calculated risks on new and unusual ideas; thinks "outside the box"; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.

Client orientation: Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

Commitment to continuous learning: Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.

Qualification requirements

Education

Advanced University degree in adult learning, instructional design, cognitive science, social sciences or related human sciences.

A first level degree with a relevant combination of academic qualifications and experience may be considered in lieu of the advanced University degree.

Experience

- At least 2 years of working experience in instructional design and LMS administration (required).
- Proven experience and competence in content authoring software (e.g., Articulate Storyline, Adobe Captivate, etc.) (required)
- Experience with Moodle-based LMS (desirable)
- Experience in content management and curation i(desirable)

- Familiarity with UX research methods and human-centred design (desirable)
- Previous working experience in the UN System (desirable)

<u>Languages</u>

Fluency in English is required. Knowledge of another UN official language is an asset.

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; and

Please apply through the online application form available at:

https://www.unssc.org/about/employment-opportunities