

Vacancy No:	IC/010/2024
Post Title and Level:	Individual Contractor –Programme Assistant (see conditions of contract)
Organizational Unit:	UNSSC Knowledge Centre for Leadership and Management
Duty Station:	Home-based
Duration:	60 days
Terms of remuneration	€100 per day
Deadline for Application:	20 September 2024

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.

Organization Context:

Established by the UN General Assembly in 2002, 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.

In Fall 2017 the College established the Knowledge Centre for Leadership and Management (KCLM) to consolidate its expertise in management and leadership development, align it with the UN System Leadership Framework recently adopted by the CEB, and grow its portfolio in this area. The objective of the Centre is to contribute to forging a common UN

leadership and management culture for the 2030 Agenda by providing UN staff with world-class learning opportunities in core professional, management and leadership skills in line with the UN System Leadership Framework. KCLM is the largest team of learning specialists and professionals at UNSSC, committed to embodying the leadership principles and behaviours outlined in the UN System Leadership Framework in the way we work and learn together.

Responsibilities

The incumbent will serve as a Programme Assistant to the UNSSC Knowledge Centre for Leadership and Management based in Turin, Italy.

The specific tasks of the Programme Assistant are to:

1. **Assistance to the development of coaching services:**

- Coordinate with the external coaches to administer the coaching sessions to the participants/clients;
- Support the maintenance of a roster of coaches with recommendation of their particular strengths and suitability;
- Support the KCLM coaching focal point with the distribution of coaches to the various coachees in the KCLM Programmes;
- Support the distribution of the coaches' feedback by the participants and contribute to its analysis.

2. **Assistance to the delivery of 360-degree Assessments:**

- Support with the coordination of the 360-degree Assessment exercises included in the various KCLM Programmes;
- Liaise with the 360-degree Assessment providers in order to assure the smooth delivery of the exercise;
- Support the participants with the timely completion of the 360-degree Assessment exercises

3. **Assistance to training and learning activities:**

- Assist with the delivery of online trainings on Zoom by supporting the Team with the Zoom hosting of the programme;
- Develop, through Moodle Workplace, activity specific course outlines;
- Assist in making arrangements for training courses (online and face-to-face), workshops, learning events, roundtables and meetings, including issuance of invitations, administration of requests for registration into courses, preparation of attendance lists and agenda, correspondence with participants and any follow-up action;
- Provide general support services at workshops, training courses (online and face-to-face) and meetings, including assisting in the preparation of background material and documentation, registration and communication with participants before, during and after (where needed) the activities, booking of hotel, printing of training materials,

rental and setting- up of training rooms and technical equipment, consolidation of post-training evaluation, etc.;

- Coordinate and assist coffee breaks preparations; liaise with internal services for security and IT; arrange transportation service and hospitality arrangements;
- Assist in liaising with vendors and service providers, including searching and negotiating best rates with hotels, restaurants, catering, suppliers, transportation companies, etc.;
- Assist in arranging travel for UNSSC staff, consultants and workshop participants and other related actions, ensuring that visas, DSA, medical and security clearance are obtained on time;
- Assist in procurement and recruitment for respective trainings, where needed;
- Inform and remind responsible staff of follow-up dates and deadlines for response or specific actions; compiles, format and distributes documents.
- Input, maintain and update activities related data in UNSSC learning platforms, Customer Relationship Management (CRM) system and related databases

4. Support UNSSC information management tools:

- Analyse and file electronically all incoming correspondence; contribute to maintaining the team's filing system for training activities and ad-hoc projects in both hard copies and electronically as required;
- Keep track of consultants, contracts, payments and assist in the preparation of related documents;
- Receive, record and identify subject matter of incoming correspondence, attaching background materials, taking action on routing correspondence;
- Note correspondence, memoranda, briefs and facsimile;
- Keep the calendar of activities updated;
- Organize phone and video conferences as requested;

5. Perform any other job-related activity required.

Competencies:

Professionalism: Ability to plan and prioritize effectively during heavy workload periods; ability to report on work; a critical thinking approach; ability to adapt to the demands of varied audiences. Knowledge and experience in instructional design and capacity development, good research, analytical and problem-solving skills; willingness to keep abreast of new developments in the field.

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.

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.

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.

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; tailoring language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

Required Skills and Experience:

Education:

High school diploma or equivalent.

Experience:

- At least 3 years of work experience in programme or project administration, technical cooperation or related area. Experience in an international environment, especially a working environment similar to UNSSC, is an asset;
- Proven experience in the administration of requirements for coaching services and coordination of pools of coaches. Academic and/or professional certification in coaching will be an advantage.
- At least 2 years of work experience in the administration of common psychometric, performance and personality assessment tools, such as 360-degrees performance assessments and personality assessments (such as DiSC, Belbin, MBTI, etc.).
- User-level experience across various common web-based corporate management environments, including: Enterprise Resource Planning (ERP) systems such as Open-ERP, Customer Relationship Management (CRM) platforms such as Salesforce, and Moodle Learning Management System (LMS).
- Ability to use Zoom.

Language:

Fluency in oral and written English is required. Knowledge of Italian 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>