



Vacancy No.: VA/UNSSC/004/2020

Post Title and Level: Chief Instructional Designer (P4- Subject to classification)

Organizational Unit: UNSSC Knowledge Centre for Leadership and Management

Duty Station: Turin, Italy

Duration: One year, extension of the appointment is subject to availability of funds and satisfactory performance

Deadline for applications: 22 July 2020

UNSSC provides a work environment that reflects the core values: integrity, professionalism and respect for diversity. We strongly encourage qualified women candidates and candidates from developing countries to apply.

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The United Nations System Staff College (UNSSC) is the primary provider of inter-agency training and learning for staff of the United Nations system. Its overall objective is to promote and support UN inter-agency collaboration, increase the operational effectiveness of the UN system as a whole and provide UN staff with the required skills and competencies to face today's global challenges.

UNSSC conducts a variety of learning and training activities, in Turin and Bonn, UN Headquarters as well as the regional and country levels. All such activities effectively respond to the cross-agency, far-reaching reform agenda of the United Nations

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Organizational context:

The UN System Staff College is the learning institution of and for UN staff. We deliver learning programmes and provide a space for learning to UN staff at all levels, in all functions and locations. Governed by a Board chaired by the Chef de Cabinet of the Secretary-General, we are uniquely positioned above institutional silos and work in partnership with a wide array of UN entities, inter-governmental organizations, academic institutions, and civil society organizations. By fostering a common leadership and management culture as well as a shared understanding of the policy and operational challenges facing the UN, we help the UN system drive sustainable change and results in line with the 2030 Agenda, the norms and principles of the United Nations in a continuously evolving and complex world.

UNSSC's Knowledge Centre for Leadership and Management (KCLM) is composed by a multidisciplinary team of highly committed learning and change management professionals seeking to enable UN organizations to define and embrace a new management and leadership culture. To achieve this KCLM pursues strategic partnerships and provides UN staff with unique knowledge pieces, advisory services, and world-class blended learning opportunities in core professional competencies, management, leadership, organizational development, and innovation skills aligned with and building on the UN System Leadership Framework approved by the UN System Chief Executives Board (CEB) for Coordination.

KCLM programmes are funded from three distinct sources: participant fees, contracts with UN agencies/entities, and donor grants.

Responsibilities

Reporting to the Senior Manager of the KCLM team, the Chief Instructional Designer is the lead source for advice on instructional design, cognitive psychology and adult learning theory within UNSSC, as well as project manager for a portfolio of specific blended and e-learning projects from the overall KCLM programme portfolio.

Specific duties and responsibilities of the Chief Instructional Designer include:

Programme Delivery

1. Coordinate, design, develop, deliver and evaluate learning projects and services assigned from the KCLM portfolio, with a particular emphasis in UNSSC offerings that rely heavily in technology-enhanced learning solutions, including artificial intelligence, virtual reality and augmented reality application to staff development.
2. Advise on, promote, lead and support adoption of innovative educational technologies and user-centred design approaches, with a view to enhance UNSSC e-learning, blended and mobile learning solutions. In this context, leading continuous improvement of learner experiences, application of emerging technologies and the development of innovative functionality to enhance the effectiveness of virtual learning environments. Advise on how to use social media and collaborative tools to facilitate learning, engaging in capacity-building, prototyping, modelling and on-the-job training for UNSSC personnel as required.
3. As a member of multidisciplinary project teams, leverage her/his experience and advanced knowledge of instructional design, cognitive psychology and adult learning theory to advise Learning Portfolio Managers and instructional designers on the most appropriate solution to a knowledge or performance gap. When required, leads or performs analysis and organization of content, designs solutions, and writes storyboards, scripts, performance support, mobile learning and manuals.
4. Design comprehensive blended and e-learning custom programmes to support leadership culture transformation, skills development and operational excellence for UNSSC's partners. Supervise the development and implementation of customized mobile and e-learning tools accordingly.
5. Contribute to the design and development of UNSSC's e-learning architecture, working closely with colleagues engaged in the curation and continuous enhancement of user experience (UX) and functionality across UNSSC's integrated learning ecosystem, which includes ERP, CMS, CRP, and LMS platforms, as well as various web services, virtual classroom solutions and mobile learning tools. In this context, lead upskilling and capacity-building efforts to ensure UNSSC personnel can leverage new educational technology at their disposal.
6. As necessary, serve as Subject Matter Expert (SME), facilitator and/or faculty for UNSSC learning activities, particularly in the area of learning management and e-learning instructional design.
7. Manage relations and communications with partners, project counterparts, instructional designers, technical developers, faculty and subject matter experts.
8. Lead and manage strategic outreach and engagement initiatives related to the assigned Learning Portfolio, including marketing, publicity and communications actions for courses and learning events;
9. Keep abreast of best practices in the field of learning, training and technology

enhanced learning. Analyse the characteristics of existing and emerging technologies and produce, at regular intervals, knowledge assets and communications pieces advising on their use in a UN-relevant instructional environment in general, and in relation to the assigned portfolio in particular.

Management

10. Oversee the full life cycle of learning projects and activities included in the portfolio, interfacing between clients and the respective project teams, schedules deliverables, ensures teams have the information and resources they need to get the job done. Provides the business analysis to ensure that e-learning solutions UNSSC provides its clients are aligned with their respective business performance and organizational goals, as agreed.
11. Develop project documents with a detailed programme and financial component. Ensure all programmatic requirements are met, processes are followed and internal and external reporting is met.
12. Lead and manage agile project teams established to support activities within the assigned learning portfolio, including supervision and recruitment (as required) of project personnel and consultants.
13. Identify relevant evaluation methodologies to assess the effectiveness of activities in the portfolio, ensuring regular assessment and communication of results to UNSSC and external stakeholders. Contribute to the definition of UNSSC's learning evaluation framework and data-collection policies. Collaborate with UNSSC's lead on evaluation to ensure methods deployed by KCLM are aligned to corporate requirements and guidance.
14. Support the team's resource mobilization efforts, while monitoring financial status of projects and activities to ensure their financial sustainability and alignment to expected performance targets.

Partnerships

15. Actively monitor and cultivate client and partner relations.
16. Propose and follow up on partnership opportunities, including new ventures.
17. Participate in inter-agency meetings and working groups to exchange information and collaborate on e-learning / online training initiatives and policies.
18. Facilitating UNSSC cross-team collaboration by identifying potential opportunities for funding through courses, products, and events for other teams, and/or providing direct support to organizing and delivering courses/KM products/events for other teams, if appropriate.
19. Perform any other duties as required.

Competencies:

Professionalism: An in-depth knowledge of instructional design, cognitive psychology, adult learning theory, and knowledge management processes with a particular specialization in the application of educational technologies to enhance learning processes. Demonstrated expertise and experience in the application of mobile and web technologies in executive education or corporate learning environments. Project management experience in relation

to e-learning and web technology development. Strong learning facilitation skills, both in physical and virtual environments.

Planning and Organizing: Good organization and co-ordination skills to plan and execute actions in response to changing needs; Ability to advise on issues and priorities related to the team's activities, and to take responsive initiatives. Ability to organize and delegate work and to supervise staff. Ability to design and manage projects effectively.

Partnering: Ability to establish and maintain strategic partnerships with a wide range of stakeholders within and outside the organization, identify clients' needs and offer innovative solutions to meet them, and work collaboratively with colleagues to achieve organizational goals.

Communication: Proven ability to speak and write clearly and effectively; ability to tailor language, tone, style and format to match audience; ability to listen to others, correctly interpret messages from others and respond appropriately. Proven ability to write proposals, reports, evaluations, etc. in a clear and concise manner. Ability to communicate and make effective oral presentations. Proven ability to communicate effectively in social networks and online environments, using a wide range of approaches (podcast, vodcast, blogging, etc).

Teamwork: Ability to establish and maintain effective working relations with colleagues and partners with sensitivity and respect for diversity; demonstrated ability to work collaboratively with colleagues to achieve organizational goals and to place team agenda before personal agenda.

Technological Awareness: proven ability to keep abreast of available technology; ability to understand applicability and limitations of technology; demonstrated ability to apply technology to appropriate risks; willingness to learn new technology.

Commitment to Continuous Learning: proven ability to keep abreast of new developments in own occupation/profession; willingness to develop oneself professionally and personally; willingness and ability to contribute to the learning of colleagues and subordinates; willingness to learn from others; ability and willingness to seek feedback to learn and improve.

Education:

Advanced University degree (Masters degree or equivalent) in adult learning, instructional design, learning management, educational technologies, organizational development, public or business administration and related social sciences. A first level degree with a relevant combination of academic qualifications and experience may be considered in lieu of the advanced University degree.

Work Experience:

Minimum seven years of professional experience in a related area, five years of which should ideally have been in the UN system or in an international academic or corporate context. Experience in the design, development and coordination of executive and/or blended education programmes, preferably at a global level, is required. Experience leading and implementing technological innovation in the educational field is required. Experience leading or facilitating corporate capacity-building initiatives in user-centred design and innovation would be an advantage. Corporate consulting experience would be an asset. Experience with UN inter-agency work, both at HQ and the field, an asset.

Languages:

Fluency in English. Knowledge of other official UN languages are 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

The application should be submitted preferably by e-mail recruitment@unssc.org with a subject title of “Application for Chief Instructional Designer: VA/UNSSC/004/2020”.

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: 07 July 2020