



## **Terms of reference**

Reporting to the Senior Manager, Knowledge Centre for Leadership and Management and within delegated authority, the Programme Assistant for Business Development will provide programme support to the team in the following areas:

- **Focal point for institutional contracts and agreements**

Specific duties include:

- Liaising with administrative and learning focal points within institutional clients to determine areas of potential interest matching UNSSC offerings, in order to alert management and coordinate internally the development of proposals regarding Long-Term Agreements, particularly when solutions involve a mix of services affecting different working groups within the team.
- Coordinating with UNSSC Operations administrative steps required during the implementation of signed agreements, such as billing and reporting.
- Monitoring implementation of institutional agreements for reporting purposes, including regular contact with institutional clients to report on expenditure and remaining balances to facilitate full utilization.
- Acting as focal point to administer nominations in relation to complex institutional agreements, as required.
- Ensuring institutional contracts and agreements are properly defined in relevant UNSSC databases (ie. CRM) for future reference.

- **Maintenance of business data repositories and monitoring functions**

Specific duties include:

- Monitoring and coordinating data collection on KCLM activities in UNSSC databases (CRM, etc) entered by relevant members of the team
- Compiling, summarizing and entering data on institutional agreements and contracts into UNSSC databases (CRM etc.)
- Monitoring programmatic performance markers at course and portfolio levels and drafting related evaluation reports for internal and external use
- Identifying shortfalls in delivery, issues in training activity evaluations and potential opportunities and presenting them to the attention of management.

- **Drafting and review of documents and correspondence**

Specific duties include:

- Reviewing administrative documents, especially those related to proposals to clients, institutional agreements and exceptional approval requests for completeness and compliance with relevant rules and procedures prior to submission for final approval and signature
- Identifying inconsistencies; distributing documents to relevant parties upon approval
- Drafting activity budgets in Open ERP as required
- Drafting correspondence on contracting, partnerships, collaboration agreements and training-related issues
- Preparing and updating periodic reports, briefing notes, logistical notes, graphic and statistical summaries, financial summaries etc.

- **Administrative and logistic coordination of sensitive KCLM activities**

Specific duties include liaising with internal and external organizational units to initiate requests, obtain necessary clearances, process and follow-up on administrative actions for:

- recruitment and appointment of consultants
- travel arrangements
- identification of training venues
- authorization of payments
- disbursement of funds
- procurement of training services

- **Training of new administrative staff and members of the team**
  - Providing guidance and training to new staff, collaborators and interns on administrative and internal coordination procedures.

### **Results Expected**

Provide reliable administrative and programme support services. Process work and requisite follow-up with minimal supervision, seeking advice from and/or reporting to supervisor as needed. Ensure the accuracy and completeness of documentation submitted to management. Accurately prepare reports. Consistently apply appropriate policies, rules, guidelines, procedures and practices. Liaise and interact effectively and in a timely manner with colleagues and concerned parties internally and externally.

### **Core Values:**

- Integrity
- Professionalism
- Respect for Diversity

### **Core Competencies:**

#### **Professionalism:**

In-depth knowledge of programme procedures and practices and ability to apply them in an organizational setting. Demonstrates use of initiative and makes appropriate linkages in work requirements and anticipates next steps. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

#### **Communication:**

Gains trust of peers, partners, clients by presenting complex concepts in practical terms to others. 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.

#### **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.

#### **Planning& Organizing:**

Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

#### **Accountability:**

Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

**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.

**Technological Awareness:**

Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

**Education**

Completion of secondary education /high school.

**Work Experience**

This position requires:

- At least 5 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;
- User-level experience across various common web-based corporate management environments, including: Enterprise Resource Planning (ERP) systems such as Open-ERP and Atlas, Customer Relationship Management (CRM) platforms such as Salesforce, office collaboration tools such as SharePoint and Moodle Learning Management System (LMS).

**Languages**

- English is the official working language of the UNSSC. For the post advertised, fluency in oral and written English is required. Being able to communicate orally in Italian is an advantage.

**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 to [recruitment@unssc.org](mailto:recruitment@unssc.org) with a subject title of “Application for Programme Assistant: VA/UNSSC/010/2019”.

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: 04 November 2019