



Vacancy No.: IC/009/2021
Post Title and Level: Individual Contractor - Programme Assistant
Organizational Unit: Knowledge Centre for Leadership and Management
Duty Station: Online and Turin, Italy
Duration: until 31 December 2021, extendable
Deadline for applications: 20 August 2021

THE STAFF COLLEGE IS INTERESTED IN SECONDMENT OF STAFF FROM ORGANIZATIONS OF THE UNITED NATIONS SYSTEM

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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Organizational context:

The United Nations System Staff College (UNSSC) is the UN's system-wide knowledge management and learning institution created by the General Assembly to fostering a cohesive management culture across the UN system. UNSSC's mission is to contribute to a more effective, results-oriented and agile UN through learning, training and knowledge dissemination. UNSSC is known for enabling the diverse staff of the UN system to learn together, share experiences, and formulate joint solutions to the challenges facing the UN. Beyond bringing together UN staff from across the system through its learning and training offerings, UNSSC's comparative advantage lies in its ability to provide an inter-agency perspective based on its wide and varied engagement with different entities within the UN system and beyond, hence fostering unique dialogue spaces in the spirit of multi-stakeholder collaboration. Its programmes are funded from three distinct sources: participant fees, contracts with UN agencies/entities, and donor grants.

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.

Terms of reference

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:

- a. Coordinate with the external coaches to administer the coaching sessions to the participants/clients;
- b. Contribute to the development of coaching services as a new UNSSC offering;

- c. Support the maintenance of a roster of coaches with recommendation of their particular strengths and suitability;
- d. Support the KCLM coaching focal point with the distribution of coaches to the various coaches in the KCLM Programmes;
- e. Support the distribution of the coaches' feedback by the participants and contribute to its analysis.

2. Assistance to the delivery of 360-degree assessments:

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

3. Assistance to training and learning activities:

- a. Assist with the delivery of online trainings on Zoom by supporting the Team with the Zoom hosting of the programme;
- b. 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;
- c. 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.;
- d. Coordinate and assist coffee breaks preparations; liaise with internal services for security and IT; arrange transportation service and hospitality arrangements;
- e. Assist in liaising with vendors and service providers, including searching and negotiating best rates with hotels, restaurants, catering, suppliers, transportation companies, etc.;
- f. 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;
- g. Assist in procurement and recruitment for respective trainings, where needed;
- h. Inform and remind responsible staff of follow-up dates and deadlines for response or specific actions; compile, format and distributes documents.
- i. 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:

- a. 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;
- b. Keep track of consultants, contracts, payments and assist in the preparation of related documents;
- c. Receive, record and identify subject matter of incoming correspondence, attaching background materials, taking action on routing correspondence;
- d. Note correspondence, memoranda, briefs and facsimile;
- e. Keep the calendar of activities updated;
- f. Organize phone and video conferences as requested;

5. Perform any other job-related activity required.

Core Values:

- Integrity
- Professionalism
- Respect for Diversity

Core Competencies:

- Communication
- Teamwork
- Planning & Organizing
- Accountability
- Client Orientation
- Technological Awareness
- Commitment to continuous learning

Education

High School Diploma.

Work Experience

- experience working in an office support function preferably as Programme Assistant” is highly desirable
- Experience in the logistical support to meetings and workshops and/or training events highly desirable;
- Experience in an international environment is an asset;

Languages and other skills:

- Proficient in written and spoken English.
- Knowledge of Italian is an asset
- Ability to work in a multicultural team environment and to work under pressure;
- Capacity to plan, implement and monitor the entire menu of support services to learning events;
- Good knowledge of office technology such as MS Office package and e-mail application.

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