



UNITED NATIONS
SYSTEM
STAFF COLLEGE

Vacancy No:	VA/UNSSC/008/2022
Post Title:	Digital Learning Specialist, P4
Organizational Unit:	UNSSC Knowledge Centre for Leadership and Management
Duty Station:	Turin, Italy
Duration:	1 year; extensions are subject to satisfactory performance and availability of funds
Deadline for applications:	25 March 2022

The UNSSC is committed to diversity and inclusion within its workforce, and encourages candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities to apply

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.

Terms of reference:

Reporting to the Senior Manager of the KCLM team, the Digital Learning Specialist is responsible for the design, continued development and implementation of the ecosystem of learning services, platforms and tools underpinning UNSSC's learning activities and those of its partners, including: features and user experience design for UNSSC's Learning Management Systems (LMS), Artificial Intelligence applications, process automation, learning analytics, services integration, mobile learning tools and emerging technology-enhanced learning solutions. In addition, the Digital Learning Specialist is the focal point for UN system organizations interested in deploying UNSSC digital learning technologies and digital learning content available through subscription. Specific duties and responsibilities of the Digital Learning Specialist include:

Managing UNSSC's learning ecosystem

1. Ensure the continuous enhancement of UNSSC learning management capability and effectiveness by identifying technology, functionality and efficiency gaps and opportunities in UNSSC digital learning architecture; evaluating existing and innovative technical approaches to address them; and designing system integrations, customized software solutions and technology-enhanced learning processes accordingly through co-creation, consultative, systems-thinking, data-driven and rapid innovation approaches.
2. Lead the design, development and implementation of effective and sustainable software applications and services to underpin UNSSC's digital learning ecosystem, in collaboration with internal and external clients and partners. Ensure alignment and integration of UNSSC learning applications with UNSSC integrated data management systems and solutions.
3. Lead adoption of innovative digital learning technologies and artificial intelligence solutions with a view to enhance users' overall learning experience, engagement and on-the-job application of learning. Lead and conduct needs assessment, internal consultation and research to this end; undertake cost-benefit analysis, identify priorities for investments, and manage available funds to develop and implement innovative digital learning services and tools accordingly; and evaluate their impact.
4. Provide expert advice to UNSSC's Learning Portfolio Managers and instructional designers on digital learning solutions and instructional design approaches to enhance learning engagement and impact within their respective programmes through tools available in UNSSC's digital learning ecosystem.
5. Lead knowledge management, capacity-building, training and internal communications efforts in relation to effective usage of digital learning technologies and tools available in UNSSC's digital learning ecosystem.
6. Keep abreast of best practices in the field of learning and training, and technology-enhanced learning in particular. 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.

Portfolio management: LMS and digital content services for UN system organizations

1. Lead and manage UNSSC's portfolio of digital content subscriptions and LMS services for external parties, with a view to ensure its continued development, sustainability, relevance, cost-effectiveness, innovative nature and unique value-proposition for UN system organizations.
2. Lead internal coordination efforts, as well as monitor and oversee implementation of technical interventions required to ensure reliable provision and sustainable growth of LMS services to internal and external clients; as well as the appropriate management, transfer and analysis of data collected and generated by UNSSC learning environments and their users.
3. Collaborate with a wide range of internal and external stakeholders; coordinate SMEs, software developers and instructional designers; provide technical advice; as well as lead and manage projects, as required, in order to support UN system organizations interested in undertaking blended and e-learning initiatives which rely on UNSSC's digital learning platforms, tools and expertise.
4. Serve as Subject Matter Expert (SME), facilitator and/or faculty for UNSSC learning activities as required, particularly in the area of digital learning, LMS, mobile learning, AI learning applications, and user experience design.
5. Manage relations and communications with clients, partners, project counterparts, instructional designers, technical developers, faculty and subject matter experts as required.

Financial and human resources management

6. 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.
7. 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.
8. 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.
9. 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 implementation of UNSSC's data-collection policies. Collaborate with UNSSC's lead on data analysis and evaluation to ensure methods deployed by KCLM are aligned to corporate requirements and guidance.
10. 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.
11. Support and contribute to internal knowledge exchange on new developments and initiatives in the area of technology and learning.

Perform any other duties as required.

Qualifications required

Education

Advanced University degree (Masters degree or equivalent) in adult learning, user experience design, 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.

Experience

Minimum seven years of professional experience in a related area, five years of which should ideally have been in the UN system. Experience in the conceptualization, design, development and coordination of learning management systems, preferably within the UN system, is required. Strong research skills and previous experience in the integration of technology with learning management system is required.

Experience in supervisory functions and project management, particularly in research and development in the field of technology-enhanced learning.

Experience in instructional design, content development, and learning analytics would be an asset. Previous experience in the UN System is an asset.

Languages

Fluency in English. Knowledge of other official UN languages is an asset.

Competencies:

Professionalism: An in-depth knowledge of learning management system, learning experience design, instructional design and content development with a particular emphasis in the application of educational technologies to enhance learning experience and engagement.

Demonstrated expertise and experience in the coordination and development of learning management systems and related services in corporate environments, preferably within the UN.

Project management experience in relation to coordination of research and development projects in the area of artificial intelligence, user experience design, learning ecosystem design and user engagement measures.

Technological Awareness: Solid knowledge and experience in the design of complex digital learning ecosystem. Understanding of the potential and limitation of technology in the area of learning and training, and experience in the application of technology to support learning and training intervention. Experience in LMS system administration and instructional design in the field of e-learning is essential.

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.

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>