



UNITED NATIONS
SYSTEM
STAFF COLLEGE

Vacancy No: VA/UNSSC/016/2022
Post Title: Head of Learning and Knowledge Services, D1
Organizational Unit: Directorate
Duty Station: Bonn, Germany
Duration: 1 year; extensions are subject to satisfactory performance and availability of funds
Deadline for applications: 31 July 2022

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.

Qualified women candidates from the global south are encouraged to apply and will receive special consideration.

Organizational Context:

UNSSC, with its Headquarters in Turin (Italy) and its second Campus in Bonn (Germany), is the learning institution of and for UN staff and partner organizations. We deliver learning programmes and provide a space for learning to UN staff at all levels, 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.

In 2021, UNSSC provided learning opportunities to nearly 20,000 learners from the UN, governments, NGOs, and the private sector. With over 150 courses per year, and other learning opportunities such as conferences, workshops, we focus on three

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main areas of the UN operation: peace and security, sustainable development, and the reform of the UN system.

In response to UNSSC's exponential growth of human and financial resources over the past few years and in order to ensure delivery of commitments in an effective and efficient manner also in the future, UNSSC is implementing a Change Management Process.

Terms of reference:

Under the direct supervision of the Director, the incumbent is responsible for the overall management of the Staff College's programmatic activities. The programmatic activities include learning and knowledge products and services such as courses, advisory services, webinars, workshops, conferences, and seminars.

In supervising the UNSSC's senior programme managers, the incumbent is expected to perform the following tasks:

- Review and approve the substantive work programme of the Programmatic unit
- Direct and approve the development of strategies, workplans and proposed activities, ensuring that planned work is carried out in a timely fashion
- Identify opportunities to design and deliver new learning and training activities
- By chairing the UNSSC's Faculty Review Committee, identify the most qualified external faculty for UNSSC learning offerings
- Monitor quality assurance through all learning and training activities in a coherent manner
- Lead resource mobilization to foster greater financial health and growth of learning and training offerings
- Support senior managers in resource mobilization and overall management of human and financial resources of their specific portfolios
- Foster teamwork and communication among staff in the Programme unit and across organizational boundaries by identifying and breaking potential mechanisms that could result in the creation of institutional silos
- Undertake or oversee the programmatic/administrative tasks necessary for the functioning of the Programme unit, including preparation of budgets, reporting on budget/programme performance, evaluation of staff performance, evaluation of candidates and preparation of inputs for results-based budgeting
- Represent UNSSC in Bonn/Germany vis-à-vis local authorities and governmental partners as well as UN Bonn-based organizations

Work implies frequent interaction with the following:

Senior managers and all personnel within UNSSC, as well as senior staff within the UN system. Representatives of Governments, academic partners, non-governmental organizations and civil society counterparts.

Results expected:

- Ensures academic rigour and the instructional adequacy of all UNSSC learning and training offerings.
- Brings greater uniformity in the use of most appropriate and relevant technology for all learning and training activities.
- Promotes and represents UNSSC as a coherent UN centre of excellence for learning and training, within and outside the UN system.
- Effectively and efficiently manages available human and financial resources to ensure financial sustainability for UNSSC's learning portfolio.
- Effectively develops staff under her/his supervision, including their on-going learning and development.
- Effectively assists, guides and supports senior programme managers in meeting their objectives and outputs.
- Perform any other duties as required.

Core Competencies

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.

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.

Accountability: Takes ownership for all responsibilities and honors 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 programs 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 product or services to client.

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.

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.

Management Competencies

Vision: Identifies strategic issues; Clearly communicates links between the Organization’s strategy and the work unit’s goals; Generates and communicates broad and compelling organizational direction, inspiring others to pursue the same direction; Conveys enthusiasm about future possibilities.

Leadership: Serves a role model that other people want to follow; Empowers others to translate visions into results; Is proactive in developing strategies to accomplish objectives; Establishes and maintains relationships with a broad range of people to understand needs and gain support; Anticipates and resolves conflicts by pursuing mutually agreeable solutions; Drives for change and improvement: does not accept status quo; Shows the courage to take unpopular stands.

Empowering others: Delegates responsibility, clarifies expectations, and gives staff autonomy in important areas of their work; Encourages others to set challenging goals; Holds other accountable for achieving results related to their area of

responsibility; Genuinely values all staff member's input and expertise; Involves others when making decisions that affect her/him.

Managing Performance: Delegate the appropriate responsibility, accountability and decision-making authority; Makes sure that roles, responsibilities and reporting lines are clear to each staff member; Accurately judges the amount of time and resources needed to accomplish a task and matches to skills; Monitors progress against milestones and deadlines; Regularly discusses performance and provides feedback and coaching to staff when they make mistakes; Actively supports the development and career aspirations of staff; Appraises performance fairly.

Building Trust: Provides an environment in which others can talk and act without fear of repercussion; Manages in a deliberate and predictable way; Operates with transparency; has no hidden agenda; Places confidence in colleagues, staff members and clients; Gives proper credit to others; Follows through on agreed-upon options; Treats sensitive or confidential information appropriately.

Judgement/ Decision-making: Identifies the key issues in a complex situations, and comes to the heart of the problem quickly; Gathers relevant information before making a decision; Considers positive and negative impact on others and on the Organization; Proposes a course of action or makes a recommendation based on all available information; Checks assumptions against facts; Determines that the actions proposed will satisfy the expressed and underlying needs for the decision; Makes tough decisions when necessary.

Core Values

Integrity: Upholds the principles of the UN, Demonstrates the values of the Organization, including impartiality, fairness, honesty and truthfulness, in daily activities and behaviors; Acts without consideration of personal gain; Resists undue political pressure in decision-making; Does not abuse power or authority; Stands by decisions that are in the organizational interest even if they are unpopular; Takes prompt action in case of unprofessional; unethical behavior.

Professionalism: Shows pride in work and in achievements; Demonstrates professional competence and mastery of subject matters; 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 challenge.; Remains calm in stressful situations.

Cultural Awareness: Works effectively with people from all backgrounds; Treats all people with dignity and respect; Shows respect, and understanding of, diverse points of view and demonstrates this understanding in daily work and decision-

making; Examines own biases and behaviors to avoid stereotypical response; Does not discriminate against any individual group.

Qualifications required

Education: Advanced university degree (Master's degree or equivalent) in humanities, MBA, EdD or other related geoscience, information and data fields. A first-level university degree in combination with qualifying experience may be accepted in lieu of the advanced university degree.

Experience: A minimum of fifteen years of progressively responsible experience in working in the academia/Adult Learning or in the field of executive education and training, of which at least five years working in an international work environment.

Demonstrated experience in people's management, business development, and strategic partnerships development is required.

Familiarity with the UN and its priorities is an advantage.

Knowledge of the Executive Education market/industry on a global scale is desirable.

Languages: Fluency English (both oral and written) is required. Knowledge of another UN official language 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

Please apply through the online application form available at:

<https://www.unssc.org/about/employment-opportunities>