



Vacancy No:	VA/UNSSC/014/2022
Post Title:	Applied Behavioural Sciences Specialist, P4
Organizational Unit:	UNSSC Knowledge Centre for Leadership and Management
Duty Station:	Turin, Italy
Duration:	1 year, extendable
Deadline for applications:	08 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.

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

UNSSC's Knowledge Centre for Leadership and Management (KCLM) contributes to forging a common UN leadership and management culture for the 2030 Agenda, aligned with and building upon the UN System Leadership Framework approved by the UN System Chief Executives Board (CEB) for Coordination. KCLM supports excellence in leadership and management through a robust range of learning solutions and services for leadership development, professional competencies, change management and innovation, focusing primarily on the capabilities staff and organisations require to implement the Quintet of Change, which underpins the UN Secretary-General's vision for a UN 2.0.

Within KCLM, the UN Lab for Organizational Change and Knowledge (UNLOCK) focuses on underpinning and strengthening internal capabilities to define and drive organizational transformation and innovation initiatives. Through this platform, UNSSC offers capacity building initiatives and advisory services to leverage behavioural science to achieve long-term sustainable improvements in both organisational efficiency and the effectiveness of UN programme and policy work.

Responsibilities

Reporting to the Senior Manager of KCLM, working alongside KCLM Learning Portfolio Managers and in coordination with colleagues contributing to the Lab's activities, the Applied Behavioural Science Specialist is responsible for the following key functions:

1. Design and facilitate capacity building initiatives and services for UN system organisations in the area of applied behavioural science

- Curate, coordinate, design, develop, deliver and evaluate a set of learning projects and services under the KCLM portfolio, with a particular emphasis in UNSSC offerings that focus on the development of internal capabilities to successfully design and implement in-house applied behavioural science approaches and use relevant tools.
- Provide project management and quality assurance for activities in the portfolio, effectively managing the full life cycle of learning projects and activities; interfacing between clients, SMEs and project teams; ensuring proper planning, coordination, information flow and allocation of resources; etc.
- Design and implement, as required, on-demand organisational development interventions and/or advisory services with a strong behavioural change component for UNSSC clients. Providing clients with guidance and advisory services on how to collect and analyse relevant data to measure success in relation to original goals and objectives. If required, set-up and oversee external teams to provide direct support services to UNSSC clients in order to conduct real world experimentation and analysis in the field of behavioural change.
- Develop solution proposals and project documents, including a detailed programme and financial component as required. Ensure all

programmatic requirements are met, processes are followed and internal and external reporting is met.

- In the context of multidisciplinary teams, provide KCLM Learning Portfolio Managers and other personnel the guidance and analysis required to ensure that bespoke learning and advisory solutions with a behavioural change component offered by UNSSC to its clients are aligned to their respective business performance and organizational goals, and underpinned by sound data collection and analysis methods to strengthen their effectiveness potential.

2. Foster knowledge networks and sharing of good practice in relation to the application of behavioural science to achieve programme goals

- Compile and disseminate high impact, authoritative examples and case studies of the successful application of behavioural science theories and tools in relevant UN leadership, learning and organizational development contexts, to support progressive adoption of such methods.
- Synthesise and package lessons learnt and best practices in the field of applied behavioural science in a relevant UN context.
- Represent UNSSC in relevant inter-agency meetings and working groups (such as, but not limited to, the Behavioural Science Group of the UN Innovation Network) to exchange information and collaborate on the design, development and implementation of relevant policies and initiatives in the fields of leadership, management, operational excellence, learning, organisational development, and innovation.
- Keep abreast of best practices and technologies in the field of applied behavioural science, learning and data research. Compare and analyse the characteristics of common and emerging approaches and tools with a view to produce, at regular intervals, knowledge assets and communications pieces advising on their use within UNSSC and relevant UN reform contexts.
- Engage the UNLOCK Network to promote and explore applied behavioural science approaches in the context of change leadership and management interventions.
- As necessary, serve as Subject Matter Expert (SME), facilitator and/or faculty for UNSSC learning activities, particularly in the area of leadership, management, organisational development, and behavioural change.

3. Promote and lead behavioural science applications within UNSSC

- Design, conduct and interpret real world experiments to support UNSSC efforts in pursuit of programmatic and learning excellence. Initiatives may seek to identify challenges, drivers, and enablers, as well as test the effectiveness of a wide range of traditional and technology-enhanced leadership development, learning and change management processes, tools and solutions offered by UNSSC, including frameworks, e-learning environments, web and mobile applications.
- Design and implement appropriate data collection and analysis strategies and tools aligned to UNSSC's KPIs and strategic framework, in order to underpin effective experimentation and identification of business intelligence from KCLM programmatic activities. To this end, collaborate with a wide range of relevant members of UNSSC personnel engaged in ICT and data management fields, as required.

- Engage UNSSC Learning Portfolio Managers and team members to highlight concrete opportunities and benefits of mainstreaming behavioural science applications into the organization's programmes, services and solutions, as well as supporting them to design and embed relevant tools and approaches into the learning management cycle as appropriate.

4. Manage financial and human resources

- 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.
- Monitor and assess the effectiveness of activities and initiatives in the portfolio, communicating results to UNSSC and external stakeholders regularly. 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 to measure and analyse behavioural change are aligned to corporate requirements and guidance.
- 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.
- Contribute to staff development and capacity-building opportunities in the field of behavioural science for KCLM team members, through a variety of informal, formal and on-the-job learning opportunities.

5. Seek and promote partnership opportunities

- Manage relations and communications with clients, partners, project counterparts, instructional designers, technical developers, faculty and subject matter experts.
- Propose and follow up on partnership opportunities, including new ventures, with UN system organisations, interagency networks, public and private sector entities, non-governmental organisations and academia.
- Lead and manage strategic outreach and engagement initiatives in relation to applied behavioural science activities, including marketing, publicity and communications actions for courses and learning events as required;

6. Perform any other duties as required.

Competencies

Corporate Competencies: Demonstrates integrity by modelling the UN's values and ethical standards. Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability. Treats all people fairly without favouritism.

Professionalism: An in-depth knowledge of behavioural and social science theories applied to improving policy, services, products and/or communications. Expertise in cognitive psychology, adult learning, as well as qualitative and quantitative research methods, and experimentation in real-world business-like scenarios. Considerable experience of applying behavioural science tools, theories and frameworks in the design and management of behavioural science

interventions. Project management experience in learning management, experimentation, advisory services and other relevant applied behavioural science contexts. Strong learning facilitation skills, both in physical and virtual environments.

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 as 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.

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 and experiments in real world business-like scenarios effectively.

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.

Partnering: Ability to establish and maintain strategic partnerships with a wide range of stakeholders of analytical and non-analytical backgrounds 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 and collaborative working relations with a wide range of colleagues and partners with different degrees of analytical backgrounds and skills in the context of interdisciplinary teams, with sensitivity and respect for diversity and inclusion; demonstrated ability to work collaboratively with colleagues to achieve organizational goals and to place team agenda before personal agenda.

Technological Awareness: Experience using appropriate software tools for behavioural analysis online (to conduct, for example, A/B testing), databases, statistical programming packages (such as R and Python), as well as tools to build and conduct email and social media campaigns (such as Mailchimp). Proven

ability to keep abreast of advancements in available technologies for learning and social research; ability to understand opportunities and limitations inherent to using such technologies in a multicultural learning environment; demonstrated ability to apply technology to appropriate risks; willingness to learn new technologies.

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 psychology, adult learning, organizational development, public or business administration, sociology/social research, 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 leading, designing, implementing and analysing applied behavioural science experiments and strategies in real world government and/or business-like environments is essential. Experience in the design, development and coordination of executive and/or blended education programmes, preferably in an international context, is required. Experience leading or facilitating corporate capacity-building initiatives and knowledge networks 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 French or Spanish 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>