



**UNITED NATIONS
SYSTEM
STAFF COLLEGE**

Vacancy No:	VA/UNSSC/019/2022
Post Title:	Programme Assistant, G4
Organizational Unit:	UNSSC Knowledge Centre for Sustainable Development
Duty Station:	Turin, Italy
Duration:	1 year, renewable subject to satisfactory performance and availability of funds
Deadline for applications:	12 October 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.

Organizational Context:

The United Nations System Staff College (UNSSC) is the primary provider of inter-agency training and learning for the staff of the United Nations system. Its overall objective is to promote and support UN inter-agency collaboration, increase the operational effectiveness of the UN system as a whole and provide UN staff with the required skills and competencies to face today's global challenges.

UNSSC conducts a variety of learning and training activities, in Turin and Bonn, UN Headquarters as well as the regional and country levels. All such activities effectively respond to the cross-agency, far-reaching reform agenda of the United Nations.

The UNSSC Knowledge Centre for Sustainable Development, which officially opened in January 2016, is an integral part of the United Nations System Staff College. The Centre was established to equip the UN and its partners with the knowledge, skills, and behaviors to implement the 2030 Agenda for Sustainable Development. Working in collaboration with other UN institutions and its partners, it focuses on providing learning, training, and knowledge management to empower the UN and its partners to facilitate integrated and transformative action for sustainable development.

Terms of reference:

The incumbent will serve as a Programme Assistant for the RC system, results and communications portfolio at the UNSSC Knowledge Centre for Sustainable Development in Turin, Italy.

Programme Assistant is a key post that focuses on providing day-to-day support to the design, development and running of the online and face-to-face learning and training events, workshops, learning events, roundtables and meetings. This is a great job opportunity for those are interested in learning and training, administration, sustainable development and humanitarian affairs.

The selected Programme Assistant will work closely with the training team and other staff of the Centre to deliver the trainings online and face-to-face. They will also work with external trainers, facilitators, and speakers, as well as with our suppliers, colleagues from other units of the Staff College, and other UN entities. Most importantly, the position requires the Programme Assistant to communicate with the participants of the UNSSC training events, including high-level UN staff and representatives of national governments. In short, this is a position for someone who likes working with people, taking genuine interest in finding solutions to their questions and taking care of their needs all the way from their enquiry about a training to the post-training follow-up. Finally, the Programme Assistant is in charge of organizing and carrying out all administrative and logistical tasks, doing it all with a great attention to detail.

The specific tasks of the Programme Assistant are:

1. Effective administrative and logistical support to training and learning activities:

- a. Act as the first point of contact for the participants of training courses (online and face-to-face), including communicating with the interested participants, issuing invitations to the approved participants, preparing lists of participants and agendas, keeping the logistics note for the participants up-to-date, liaising with the hotels to book accommodation for the participants and speakers, if needed, and taking any follow-up action;
- b. Provide general administrative support services at workshops, training courses (online and face-to-face) and meetings, including assisting in the preparation of background material and documentation, formatting and branding of the learning and other materials, ensuring that the branding and other requirements are adhered to, printing of training materials when needed, rental and setting-up of training rooms and technical equipment, consolidation of post-training evaluation, etc.;
- c. Screen, register and route incoming mail (including the respective group email address) and ensure follow-up action on pending issues according to deadlines and priorities relating to courses;
- d. Coordinate (and arranging, when required) coffee-breaks preparations; liaising with internal services for security and IT; arranging transportation service and hospitality arrangements;
- e. Liaise with vendors and service providers, including searching and negotiating best rates with hotels, restaurants, catering, suppliers, transportation companies, etc.;

- f. Arrange travel for the UNSSC staff, consultants and workshop participants and other related actions, ensuring that visas, daily subsistence allowance (DSA), medical and security clearance are obtained on time;
- g. Assist in the preparation of workshop budget, forecasts and financial follow-up of training activities;
- h. Assist in procurement and recruitment processes for respective training and courses, where needed;
- i. Provide support to the delivery of online learning events by setting up and operating training sessions and online meetings on various on platforms (e.g. MS Teams, Zoom), supporting the back-end by creating break-out rooms, recording the webinars, assisting with creating learning materials using online learning tools (e.g. Mural, Padlet, etc.), monitoring and responding to the relevant online queries on courses, uploading documents into the learning platforms, etc.

2. Effective support to UNSSC information management tools:

- a. Analyse and file electronically all incoming correspondences; maintain the office filing system in both hard copies and electronically;
- b. Keep track of the lists of consultants, contracts, payments and assist in the preparation of related documents;
- c. Keep the calendar of activities updated;
- d. Operate surveys for pre-workshop Learning Needs Assessment (LNA) and post-workshop evaluations;
- e. Input, maintain, and update course-related data in the Learning Management System (LMS) and customer relationship management (CRM) system
- f. Organize telephone and video conferences as requested;

3. Support to office management.

- a. Follow up on deadlines, commitments made, actions taken and coordination of collection and submission of the reports to the respective staff;
- b. Backstop Office Assistant during leaves and when required;
- c. Provide required support in organizing/conducting training and office activities;
- d. Serve as a liaison officer with focal points of the client agencies for respective training.

Qualifications required

Education

Completion of high school or equivalent diploma.

Experience

- At least four (4) years relevant experience working in an office support function, preferably as a Programme Assistant;
- Experience in the logistical support to face-to-face and online meetings and workshops and/or training events highly desirable;

- Experience in an international environment is an asset;
- Experience with any Enterprise resource-planning tool (ERP) and Customer Relationship Management System (CRM) is an asset.
- Experience with online communication tools (Zoom, MS Teams, etc.) is an asset.

Languages and other skills

- Proficient in written and spoken English
- Knowledge of Italian and/or German is an asset
- Ability to work in a multicultural team environment and to work under pressure;
- Capacity to plan, implement and monitor support services to learning events;
- Good knowledge of office technology such as MS Office and teleconferencing tools.

Competencies:

Communication: Proven ability to speak and write clearly; ability to tailor language, tone, style and format to match audience; ability to listen to others, correctly interpret messages from others and respond appropriately.

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.

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; provides oversight and takes responsibility for delegated assignments; Takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

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; 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.

Technological awareness: Keeps abreast of available technology; Understands applicability and limitations of technology to the work of the office; Actively seeks

to apply technology to appropriate tasks; Shows willingness to learn new technology.

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.

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>