

Vacancy No: VA/UNSSC/002/2023
Post Title: Programme Assistant, G4
Organizational Unit: UNSSC Knowledge Centre for Sustainable Development
Duty Station: Bonn, Germany
Duration: 1 year; extensions are subject to satisfactory performance and availability of funds
Deadline for applications: 01 March 2023

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 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 at the UNSSC Knowledge Centre for Sustainable Development in Bonn, Germany.

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, addressing participant and interested participant queries related to the courses, preparing lists of participants and agendas, keeping the logistics note for the participants. up to date;
- b. 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 and learning platform, uploading documents into the learning platforms, enrolling participants to the learning platform and troubleshooting technical issues on the learning platform etc.;
- c. Liaising with the hotels to book accommodation for the participants and speakers, if needed, and taking any follow-up action; these bookings can be either domestic or overseas;
- d. 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.;
- e. 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 in the assigned portfolio;
- f. Coordinate (and arranging, when required) coffee-breaks preparations; liaising with internal services for security and IT; arranging transportation service and hospitality arrangements;
- g. Liaise with vendors and service providers, including searching and negotiating best rates with hotels, restaurants, catering, suppliers, transportation companies, etc.;
- h. Arrange travel (local, overseas etc.) 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;
- i. Assist in the preparation of course, training or workshop budget, forecasts and financial follow-up of these activities;

- j. Assist in procurement and recruitment processes for respective consultants, staff, training and courses, where needed.
2. Effective support to UNSSC information management tools:
- a. Analyze and file electronically all incoming correspondence; 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. Support the management and organization of consultant and vendor contracts;
 - d. Keep the calendar of activities updated;
 - e. Operate surveys for pre-workshop Learning Needs Assessment (LNA) and post-workshop evaluations;
 - f. Input, maintain, and update course-related data in the Learning Management System (LMS) and customer relationship management (CRM) system;
 - g. 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.

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.

Qualifications required

Education: High School 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 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.

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>