

Vacancy No:	VA/UNSSC/012/2023
Post Title:	Associate Learning Officer (LMS), P2
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:	16 April 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 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 conducts a variety of learning and training activities, in Turin, Bonn, and at 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.

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 the KCLM team 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 Digital Learning Specialist of the KCLM team, the Associate Learning Office will perform the following functions:

E-learning Ecosystem Management:

- Supports development, implementation and testing of functionality for UNSSC Learning Management Systems (LMS).
- Contributes to the growth of UNSSC's Learning ecosystem by supporting systematic review of development projects.
- Regularly engages with UNSSC's ICT team and webmaster to monitor and coordinate implementation and continued update of UNSSC's custom integrations.
- In consultation with the Digital Learning Specialist and UNSSC's Data officers, contributes to the implementation of the UNSSC's data infrastructure and learning analytics by monitoring LMS platform performances and compiling data and metrics as required.
- Provide technical expertise to improve learning workflows and internal processes related to leveraging and deploying new enhanced learning technologies within UNSSC IT infrastructure.
- Act as internal focal point to guide usage of dynamics rules and reporting tools.
- Compile and analyse user experience feedback and contribute ideas for the continued improvement of UNSSC e-learning ecosystem.
- Support coordination activities in relation to content development, design of learning pathways and evaluation processes for UNSSC LMS platforms as required.

- Carries out basic research on selected aspects of learning programmes, delivery methods and other aspects connected to research and development initiatives, learning processes and activities, to include collecting, analysing and presenting statistical data and other information gathered from diverse sources.
- Contribute to webinar preparation, facilitation and delivery as required.
- Keep updated with the latest trends in technology-enhanced learning and learning experience design.
- Participates in inter-agency meetings and working groups to exchange information, coordinate joint activities and explore collaboration opportunities.

Instructional Design

- Works with key clients, partners and resource persons to facilitate the development, implementation and evaluation of assigned learning programmes and knowledge management projects; assists in the development and distribution through web-based learning environments of learning and reference material; monitors and analyses specific aspects of programme/project development and implementation; reviews relevant documents and reports; identifies problems and issues to be addressed and recommends corrective actions; liaises with relevant parties; identifies and tracks follow-up actions.
- Ensures quality and accuracy of e-learning/online courses by reviewing the self-paced modules, course websites, documents, and learning management portals for pedagogical quality and effectiveness.
- Using appropriate e-learning authoring tools, such as Articulate products, audio and video editing software, update self-paced courses, modify, and design or redesign as needed.
- Provides substantive support for learning programme design, development, coordination and evaluation functions, including the review and analysis of emerging issues and trends, participation in needs assessment, learning and impact evaluations, as well as research activities and studies.
- Provides administrative and substantive support to consultative and other meetings, conferences, etc., to include proposing agenda topics, identifying and proposed participants, preparation of background documents and presentations, handling logistics, etc.
- Undertakes outreach, marketing and communications activities; participates in the development of communications and marketing pieces, etc.; participates in and makes presentations on assigned topics/activities.
- Leverage best practices of science of learning to properly design and evaluate state-of-the-art training interventions, providing input in aspects such as, interaction design, assessment methods, appropriate use of web applications.

Other duties as assigned

Qualifications required

Education

Advanced university degree in adult learning, instructional design, educational technologies and related social sciences.

Experience

At least 2 year of working experience in LMS setup and administration as well as e-learning instructional design and development. Solid knowledge and experience of e-learning authoring software (e.g. Articulate Storyline, Adobe Captivate, etc.), content management and curation. Previous working experience in the UN System is an asset.

Languages

Fluency in oral and written English is required. Knowledge of another UN official language is desirable.

Competencies:

Professionalism: Solid understanding and experience in learning design and technology-enhanced learning; solid knowledge and experience in instructional design and e-learning content development; proven experience in learning ecosystem design. Demonstrated professional competence and mastery of subject matter.

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 products or services to client.

Communication: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

Creativity: Actively seeks to improve programmes 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.

Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others’ ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

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; willingness to learn from others; ability and willingness to seek feedback to learn and improve.

Technological Awareness: Solid knowledge and experience of learning management systems and content authoring software. Understanding of applicability and limitation of technology to the work of the office and experience on the application of technology to support learning and training intervention. Experience with ERP systems, Moodle-based or similar learning management systems, Drupal or similar Content Management Systems, and Salesforce or similar Customer Relationship Management systems, would be an asset. Experience with data management, analysis and visualization software (such as Power BI, etc.) would be 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>