

Call for expression of interest – Webinar hosting support to UNSSC Programmes

Vacancy No:	IC_001_2023
Post Title and Level:	Individual Contractor –webinar hosting support
Organizational Unit:	UNSSC Programmes
Duty Station:	Home-Based
Duration:	Up to a maximum of 180 days in a 12-month period
Terms of remuneration	100€ per day
Deadline for Application:	31 May 2023

The UNSSC is committed to diversity and inclusion within its workforce, and encourages candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities to apply.

Organization Context:

The United Nations System Staff College (UNSSC) is the primary provider of inter-agency training and learning for 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 at the regional and country levels. All such activities effectively respond to the far-reaching cross-agency reform agenda of the United Nations.

In light of the significant business volume foreseen for 2023, UNSSC is seeking to **create a roster of individual contractors** who would be available to provide ad-hoc **home-based** support to UNSSC Programme Teams during peak periods of online learning delivery.

Responsibilities

Hosting of webinars

The consultant will be responsible for delivering synchronous webinar sessions, hosted on Zoom, for the different online learning programmes organised by UNSSC. They will support the programme team and faculty members in delivering a seamless webinar experience for the participants, which in turn will contribute to an overall positive and effective learning experience. Remote work from a designated work location is possible for this position, so long as the consultant has stable, high speed internet connection, and access to a laptop, headset, and webcam.

The host's responsibilities will include the following:

- Consult and collaborate with the assigned programme team to have an overarching understanding of the programme structure, with an emphasis on developing an understanding of the synchronous sessions which will be hosted on Zoom
- Participate in dry-run meeting organised by the Programme Team to review the webinar structure and make note of the technical support required during the webinar, including:
 - Zoom functionalities to be utilised during the session (for example, breakout rooms, polling, annotation, information to be placed in chat, break timer)
 - Any other external tools to be used during the webinar session (for example, Padlet, Mural, Mentimeter etc.)
- **Prior to the webinar:**
 - review and finalise the setup of interventions outlined in the dry-run meeting
- **During the webinar:**
 - Enable and customize the waiting room
 - Open the Zoom meeting room 30 minutes before session start time, and support the session instructor with an audio-video technical check and troubleshoot any issues that may arise
 - Ensure participating Programme Team members have the necessary hosting rights to manage their respective interventions during the webinar
 - Admit participants, and support and troubleshoot any technical issues they may be experiencing
 - Run the Zoom functionalities to be used during the session
 - Manage the recording of the webinar session
 - Monitor and respond on the Zoom chat for any technical queries or questions
 - Monitor and minimize any disruptive or inappropriate activities by any attendees
- **After the webinar:**
 - Participate in any debrief meeting organised by the Programme Team
 - Download the attendance report and share with the Programme Team
- Ensuring sessions and engagement experiences are conducted in accordance with any relevant corporate guidelines which may exist.

Required Skills and Experience:

Education: High school diploma;

Language and computer skills: Excellent English skills (written and spoken); Proven ability to use Microsoft Office, as well as web-based authoring, web conferencing and learning management tools; Ability to effectively deal with stress occurring in heavy workload periods; Ability to meet deadlines; Collaborative working style; Experience in supporting the design, development

and delivery of learning products, especially online learning, is a distinct advantage; Familiarity with communication, learning and social media tools is an advantage; Additional UN languages, as well as German or Italian, an advantage.

Competencies:

Professionalism: Ability to plan and prioritize effectively during heavy workload periods; ability to report on work; a critical thinking approach; ability to adapt to the demands of varied audiences.

Communication: Excellent written and spoken communication skills.

Teamwork: Strong interpersonal skills; ability to establish and maintain effective working relations with colleagues within and outside the organization.

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>