

Vacancy No:	VA/UNSSC/016/2023
Post Title:	Deputy Director, Integrated Business Centre (IBC), D1
Organizational Unit:	UNSSC Integrated Business Centre
Duty Station:	Turin, Italy
Duration:	1 year; extensions are subject to satisfactory performance and availability of funds
Deadline for applications:	10 September 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 United Nations System Staff College (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.

UNSSC delivers learning programmes and provides 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, UNSSC is uniquely positioned above institutional silos and works 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, UNSSC helps 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.

With over 150 courses per year, and other learning opportunities such as conferences and workshops, UNSSC focuses on three main areas of the UN operation: peace and security, sustainable development, and the reform of the UN system.

UNSSC operates on an annual budget of approximately \$20 million per year, and its current personnel size stands at over 100. The organization is currently growing in its budget, personnel, and number of learning offerings, all on an upward trajectory mode.

With its exponential growth in the last five years, the College realigned its organizational structure by creating two distinct but inter-dependent departments:

- 1) **Learning and Knowledge Service** (LKS), and
- 2) **Integrated Business Centre** (IBC), which will house work related to Client Management Services, Administrative Services and Digital Services.

The establishment of the IBC aims to modernize UNSSC's business processes in order to match the needs of a growing organization and to ensure greater efficiency and effectiveness.

Terms of reference:

Reporting to the Director of UNSSC, the incumbent is responsible for efficiently managing the Integrated Business Centre (IBC) and for the timely delivery of quality services to its internal and external stakeholders.

In particular, the Head of the IBC is expected to:

- Lead on the creation of innovative processes and systems to maximise efficiency and business impact
- Create and implement an effective system to develop financial proposals for submission to clients/partners, and donors
- Provide leadership and overall supervision to all IBC Services, including:
 1. Client Management Services:
 - Client intelligence and reporting
 - Client monitoring and evaluation
 - UNSSC Data Integration
 - External client satisfaction surveys
 - Business development support
 2. Administrative Services:
 - Human Resources
 - Budget & Finance
 - Legal & Procurement
 - Office Premises & Logistics

- Information and Communication Technology
3. Digital Services:
- Harmonization, standardization and guidance for UNSSC e-learning activities
 - Support to the Learning Management Systems
 - Instructional Design Standards setting and support

Core Competencies

Values: 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: Deep understanding of the state of the art business management practices in general, and their application within the UN system. Demonstrated ability in handling complex organizational issues at the international level. Knowledge of UN administrative, financial and HR practices. Ability to identify key strategic issues, opportunities and risks. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

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.

Accountability: Takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.

Client orientation: Works collaboratively with colleagues to achieve organizational goals. Considers those to whom services are provided to be 'clients' and seeks to see things from their perspectives; Identifies clients' needs and offer innovative solutions to meet them; establishes and maintain productive partnerships with clients by gaining their respect and trust,

Technological Awareness: Sound knowledge of Enterprise Resource Planning Systems and ability to understand opportunities and limitations for their use in support to organization's strategic goals.

Creativity: Actively seeks to improve programs 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.

Management Competencies

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 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.

Empowering others: Delegates responsibility, clarifies expectations, and gives staff autonomy in important areas of their work; Encourages others to set challenging goals; Holds other accountable for achieving results related to their area of responsibility; Genuinely values all staff member's input and expertise; Involves others when making decisions that affect her/him.

Managing Performance: Delegate the appropriate responsibility, accountability and decision-making authority; Makes sure that roles, responsibilities and reporting lines are clear to each staff member; Accurately judges the amount of time and resources needed to accomplish a task and matches to skills; Monitors progress against milestones and deadlines; Regularly discusses performance and provides feedback and coaching to staff when they make mistakes; Actively supports the development and career aspirations of staff; Appraises performance fairly.

Building Trust: Provides an environment in which others can talk and act without fear of repercussion; Manages in a deliberate and predictable way; Operates with transparency; has no hidden agenda; Places confidence in colleagues, staff members and clients; Gives proper credit to others; Follows through on agreed-upon options; Treats sensitive or confidential information appropriately.

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.

Qualifications required

Education: Advanced university degree (Master's degree or equivalent) in Social Sciences, including Public or Business Administration, and related fields. A first-level university degree in combination with qualified experience may be accepted in lieu of the advanced university degree.

Work experience: A minimum of fifteen years of experience with progressive managerial responsibility (financial and human resources). Experience with managing a sizeable work force of a diverse nature is required. Experience with managing projects, including change management initiatives at the organizational-wide level. Demonstrated track record of independence and decision-making ability. Experience in managing partnerships within and outside of the UN system.

Languages: Fluency in English (both oral and written) is required. Knowledge of other official UN languages 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>