UNITED NATIONS SYSTEM STAFF COLLEGE

Vacancy No:	**AF/010/2023**
Post Title:	**Associate Fellow– Learning Support**
Organizational Unit:	**UNSSC Knowledge Centre for Leadership and Management**
Duty Station:	**Turin, Italy**
Duration:	**Initial contract until 31 December 2023, extended on a yearly basis based on satisfactory performance**
Deadline for applications:	**15 October 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.

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Organizational Context:

The UN System Staff College is the learning institution of reference 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 deliver for the 2030 Agenda.

In Fall 2017 the College established the Knowledge Centre for Leadership and Management (KCLM) to consolidate its expertise in management and leadership development, align it with the UN System Leadership Framework recently adopted by the CEB, and grow its portfolio in this area. The objective of the Centre is to contribute to forging a common UN leadership and management culture for the 2030 Agenda by providing UN staff with world-class learning opportunities in core professional, management and leadership skills in line with the UN System Leadership Framework.

KCLM programmes are funded from three distinct sources: participant fees, contracts with UN agencies/entities, and donor grants.

Within KCLM, the Portfolio of Emerging Leadership contributes to building a UN system-wide culture increasingly aligned with, and empowered to achieve the Sustainable Development Goals by addressing leadership and management issues encountered across the UN system, regardless of duty station and function. The portfolio addresses audiences of junior to mid-level managers, emerging talents, youth across the UN system and is comprised of a growing offering combining fully online, blended and customized learning programmes for various UN entities.

Responsibilities:

Under delegated authority by a Learning Portfolio Manager, the Associate Fellow will be responsible for the following:

- **Working with the UNSSC Team and resource persons to contribute to learning programme design, development, coordination, implementation and evaluation functions**
  o Provide substantive support for learning programme design, development, coordination and evaluation functions;
  o Provide full technical support during preparation, delivery of training activities and events (in virtual, in-person, blended or hybrid formats), including testing new web-based technologies to be used in the social learning spaces and contributing to enhance participants' learning experience;
  o Provide substantive support for learning programme design, development, coordination and evaluation functions, including preparation of course material, visual assets, instructions, guidance/tutorials, job aids, the review, analysis and consolidation of learning needs assessments, evaluation, surveys, reports and communications, as well as emerging issues and trends;
  o Contribute to coordinating, executing, and improving the user experience across the Learning Platforms (e.g., Moodle), the Webinar tools (e.g., Zoom), and various digital learning tools (e.g., Articulate Rise, Canva, Mentimeter, Padlet, etc.), ensuring the quality, accuracy and timeliness of all inputs made;
  o Work with key clients, partners and resource persons to facilitate the development, implementation and evaluation of assigned learning products; assist in the development and distribution of learning and reference material through web-based learning environments; monitor and analyze specific aspects of programme/project development and implementation; review relevant documents and reports; identify problems and issues to be addressed and recommend corrective actions; respond to queries from resource persons and participants, liaise with relevant parties; identify and track follow-up actions;
  o Curate content and design/develop e-learning courses components, training videos, user guides, and other materials;
  o Support the administration and management of UNSSC learning platforms (Moodle) and the design of online courses, development and distribution of learning and reference material through web-based learning environments;
  o Assist in preparing, facilitating and delivering webinars and other knowledge-sharing processes;
  o Monitor the quality of hosting support provided for web-based learning interventions;
  o Monitor online courses and help solve any technical problems that participants may encounter;
  o Enhancing internal and external knowledge management processes;

- **Enhancing internal and external knowledge management processes:**

  o Contribute to programme excellence by systematically monitoring, analysing and documenting specific aspects of programme/project development and implementation, with a view to making solutions-oriented recommendations on programme development and implementation:

- o Collecting, analysing and presenting statistical data and other information on learning needs, learner profiles and learning outcomes;
- o Analysing and identifying issues and trends;
- o Providing insights through graphs, charts, tables;
- o Capturing and sharing with the UNSSC Team lessons learned and best practices related to learning programme/project development and implementation;
- o Research selected aspects of learning programmes, e.g. trends in e-learning experience design and delivery, and contribute ideas to the continued improvement of the UNSSC Team's portfolio of learning experiences on emerging leadership;
- o Partake in Communities of Practice, both at the UNSSC as a whole and KCLM itself, to guide collaborations and alignment across teams on learning experiences.

- **Enhancing the visibility of the portfolio:**
  - o Assist in the development of a holistic communications strategy for the portfolio of Emerging Leadership, and design, develop and deploy client-facing written communications products and correspondence with participants in learning interventions, effectively identifying and tracking follow-up actions as required;
  - o Undertake outreach, marketing and communications activities, including organization of events and webinars, drafting of news/knowledge nuggets/social media articles and content, and other dissemination strategies in coordination with the UNSSC team;
  - o Carry out basic research and learning analytics on selected aspects of learning programmes, delivery methods and other aspects connected to digital learning processes and activities;
  - o Participate in survey initiatives; assist with design of data collection tools; issue data collection tools, review, analyze and interpret responses, identify problems/issues and prepare preliminary conclusions;
  - o Undertake outreach, marketing and communications activities; participate in the development of communications and marketing pieces, social media campaigns and assets; participate in and make presentations on assigned topics/activities;
  - o Contribute to the preparation of various written outputs, e.g., evaluation reports, inputs to publications;
  - o Review relevant documents and reports.

Contributing to the administration of the portfolio of Emerging Leadership:
- o Provide administrative and substantive support as required to preparation of training activities, including preparation of course material, agenda, responding to incoming communications, contacts with participants and resource persons, drafting and word processing of reports and communications either on own initiative or on instruction from team members;
- o Assist in organizing and facilitating training activities, learning sessions and knowledge processes in the framework of learning activities, webinars (e.g. hosting support for web-based learning interventions), retreats and other formal and informal learning processes and events as needed;
- o Assist the Knowledge Centre for Leadership and Management in its activities, by performing other related duties as required.

Work implies frequent interaction with the following:
- Counterparts, officers and technical staff across the UN system;
- Representatives and officials in national governments and other international organizations;
- Members of civil society, academia and consultants.

Results Expected:
- Provide timely and effective support and coordination for the design, development, implementation and evaluation of learning activities and products within the respective portfolio;
- Provide well researched and sound analysis of issues and developments affecting design, development, administration and implementation of learning and knowledge processes.

Qualifications and experience:
The position requires:

Education: Advanced University degree in adult learning, instructional design, educational technologies, international relations, social studies, business administration, management, or a related field.

Experience: At least 1 year of progressively responsible relevant experience (e-learning instructional design and development or project/programme management in the field of learning and training, knowledge management, or a related area. Knowledge of e-learning authoring software (e.g. Articulate Storyline, Adobe Captivate), visual design (e.g. Adobe Spark, Adobe Photoshop, Canva etc.), learning management systems (Moodle, etc.) and online meeting and web conferencing tools (e.g. Zoom, Teams) is desirable. Previous working experience in the UN System is an asset.

Language: Fluency in oral and written English is required. Ability to work professionally in other official UN languages is desirable.

Competencies:

Professionalism: Proven knowledge and understanding of adult learning digital learning, instructional design and e-learning development. Ability to identify issues, analyze and participate in the resolution of issues/problems. Ability to apply judgment in the context of assignments given, plan own work and manage conflicting priorities. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations and is open to constructive feedback and follow-up. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

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.

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.

Planning & Organizing: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

Accountability: Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

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.

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.

Commitment to Continuous Learning: Keeps abreast of new developments in the fields of adult learning, digital learning, and instructional design; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues; shows willingness to learn from others; seeks feedback to learn and improve.

Technological Awareness: Keeps abreast of available learning and technology; understands applicability and limitation of technology to enhance learning; actively seeks to apply technology to appropriate tasks; shows willingness to learn new tools, methodologies and technology..

Submission of applications
The application (in English) should include the following:

- a duly completed, updated and signed P11 form (template available at 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

N.B: Due to the volume of applications received, receipt of applications cannot be acknowledged individually. Only those candidates who are successful at the application pre-screening stage will be contacted shortly after the application deadline.

Conditions of contract and terms of remuneration
Available at AF_010_2023