Call for expression of interest – Administrative support to UNSSC Programmes

Vacancy No:	**IC_009_2023**
Post Title and Level:	**Individual Contractor –administrative and webinar hosting support ([conditions of contract](#))**
Organizational Unit:	**UNSSC Knowledge Centre for sustainable Development (KCSD)**
Duty Station:	**Bonn, Germany / or home-based**
Duration:	**Up to a maximum of 180 days in a 12-month period**
Terms of remuneration	**100€ per day**
Deadline for Application:	**24 November 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.

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 need for additional administrative support during peak periods, UNSSC is seeking to **create a roster of individual contractors** who would be available to provide **in person** ad-hoc support for UNSSC KCSD activities during such periods.

Responsibilities

Administrative support
The consultant will be responsible to provide general administrative support to UNSSC KCSD activities, under the guidance and supervision of a Learning Portfolio Manager.

Administrative support responsibilities include the following duties:

1) Administrative support to hosting of webinars

The consultant will be responsible for supporting the delivery of synchronous webinar sessions, hosted on Zoom, for the different online learning programmes organised by KCSD. They will assist 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.

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;

- o Monitor and minimize any disruptive or inappropriate activities by any attendees.
- After the webinar:
  - o Participate in any debrief meeting organised by the Programme Team;
  - o Download the attendance report and share with the Programme Team;
  - o Download the video recording, edit the recording and upload on Vimeo or other platform as needed;
- Ensuring sessions and engagement experiences are conducted in accordance with any relevant corporate guidelines which may exist.

2) Administrative support for logistical and programmatic aspects of online and face-to-face learning formats

- Support organization, administration and management of online and in-person courses, including outreach to and engagement with partner institutions, participants and vendors;
- Assist in the preparation of workshop budget, forecasts and financial follow-up of training activities;
- Assist in procurement and recruitment processes for respective training and courses, where needed
- Coordinate (and arranging, when required) catering; liaising with internal services for security and IT; arranging transportation service and hospitality arrangements;
- Liaise with vendors and service providers, including searching and negotiating best rates with hotels, restaurants, catering, suppliers, transportation companies, etc.;
- Act as the 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, preparing lists of participants and agendas, keeping the logistics note for the participants up-to-date, managing travel and accommodation bookings for participants or speakers as required, and taking any follow-up action;
- 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.;
- Support planning, internal coordination, marketing and communication of activities;
- Organize webinars, podcasts, multimedia materials, etc., as appropriate;
- Support the uploading of e-learning programmes on UNSSC Learning Management Systems (e.g. Moodle);
- Assist the UNSSC KCSD in their activities, by performing other related duties as required.

Competencies:

Professionalism: Solid understanding of adult learning and training theories, concepts, methodologies, and approaches; practical experience in project/programme management; knowledge and experience in instructional design and capacity development, good research, analytical and problem-solving skills; willingness to keep abreast of new developments in the field.

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: 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.

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; tailoring language, tone, style, and format to match audience; demonstrates openness in sharing information and keeping people informed.

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.