

Vacancy No	VA/UNSSC/020/2023
Post Title	Head, P5
Organizational Unit	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	24 January 2024

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) is dedicated to serving the learning and knowledge needs of the UN system and partner organizations. We create first-rate learning experiences grounded in the bedrock values of multilateralism and dignity for all enshrined in the UN charter. Participants in our programmes rely on UNSSC to enhance their knowledge and skills across leadership and management, sustainable development, and peace and security. UNSSC is headquartered in Turin, Italy with an office in Bonn, Germany.

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 KCLM 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 Deputy Director, Learning and Knowledge Services of the UNSSC, the Head of the Knowledge Centre for Leadership and Management is responsible and accountable for people, programme and resources management in the KCLM team; ensuring the continued development, quality, relevance and sustainability of its portfolio of learning curricula, advisory services and learning support tools; as well as strengthening partnerships and collaborative relationships with UN system and affiliated organisations, in line with the Staff College's strategic direction and mandate.

Specific duties and responsibilities of the Head, KCLM include:

KCLM programme management

- Leading the continued development and alignment of UNSSC learning solutions to United Nations' and UNSSC's values, strategic goals, and priorities; particularly in relation to efficiency, effectiveness, fostering a cohesive management culture across the UN system, and UN 2.0 organizational transformation efforts.
- Ensuring the overall relevance, quality, coherence, outreach and sustainability of KCLM's portfolio of curricula, activities and services; leading and coordinating the actions of Learning Portfolio Managers in KCLM and guided by feedback and assessments from participants, users, partners, clients and donors.
- Staying abreast of best practices in the thematic areas of leadership, management, operational excellence, organizational development, and change management; as well as of innovations in the field of learning, training and technology enhanced learning, with a view to foster adoption as appropriate within the team.
- Contributing substantively and ensuring systematic linkages to other key services and initiatives offered by UNSSC; including fostering co-creation and internal collaboration across teams to enable innovative multidisciplinary approaches, coherence, and complementarity of UNSSC learning and knowledge services.
- Collaborating with a wide range of internal and external stakeholders; serving as project lead, SME, facilitator and/or faculty for UNSSC learning interventions and advisory services of strategic relevance as needed.

- Ensuring timely response and development of high-quality, relevant, and cost-effective proposals to address clients' needs.
- Ensuring monitoring and timely reporting to donors, partners and clients on progress and performance of KCLM learning and knowledge activities and services. Leading insight generation through learning analytics, taking action as required to ensure relevance, effectiveness, added-value and alignment of UNSSC services to clients' needs and priorities.
- In close collaboration with the Communications and Outreach team, overseeing and guiding the design and implementation of marketing, publicity and communications strategies for services, courses, and events in the portfolio.

KCLM financial and human resources management

- Providing day-to-day management for the KCLM Team (8 P4, 1 P3, 5 P2, and 7 GS staff, as well as a number of Associate Fellows, consultants and interns). Developing and overseeing annual work plans, including identifying and managing talent requirements and staff performance as required.
- Nurturing a positive and inclusive team environment, modelled on the UN leadership culture. Promoting formal and informal mechanisms, work practices and approaches within the KCLM team to nurture a culture of excellence and innovation anchored in mutual accountability, trust, collaboration, continued learning, professional growth, common purpose and shared ownership.
- Developing and overseeing implementation of an annual budget for the team. In addition, monitoring financial performance of programmatic baskets, curricula, service lines and projects, intervening as required to ensure the team's overall financial sustainability and alignment to expected performance targets.
- Leading the team's resource mobilization efforts, by identifying, managing and carrying out activities to foster and leverage emerging opportunities, ensure financial sustainability and underpin continued growth of UNSSC's Learning and Knowledge Services in general, and the KCLM in particular.
- Ensuring adherence to relevant United Nations' and UNSSC's policies, regulations, administrative requirements, processes, frameworks, tools and official guidance, including UNSSC pricing policy, common instructional design approaches and service-design frameworks, to guarantee consistency and coherence across UNSSC Learning and Knowledge Services in general and the team's portfolio specifically.

Partnerships, client management and resource mobilization

- Fostering, following-up, monitoring and cultivating client and partner relations, including new joint ventures; as well as overseeing outreach,

engagement and strategic communications efforts aimed at UN Agencies, Funds and programmes, donors, private sector, academic partners, civil society organizations and other relevant bodies.

- In this context, regularly engaging with strategic partners and clients to gather feedback on satisfaction with UNSSC solutions, explore emerging and shifting needs, and share critical insight distilled through UNSSC's analytics capabilities. In addition, participating in, proposing and leading inter-agency initiatives in relevant inter-agency mechanisms, communities of practice, meetings and working groups as appropriate.
- Facilitating UNSSC cross-team collaboration by identifying potential opportunities for funding through courses, services, products, and events jointly or for other teams; and/or fostering and enabling delivery and integration of KCLM curricula, services, knowledge processes and assets in solutions led and designed by or jointly with other programme teams, as required.

Perform any other duties as required

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.

Core Competencies

Professionalism: In-depth knowledge of learning management, instructional design methods, and service design in general, and their application to supporting talent and career development, organisational development, leadership development, team and people management, developing data-related capabilities, fostering a culture of innovation, as well as addressing common challenges related to general management in the UN system. Ability to identify key strategic issues, opportunities and risks; as well as translate them into concrete managerial actions and innovative learning services and solutions.

Planning and organizing: Good organization and co-ordination skills to plan and execute actions in response to changing needs; Ability to advise on issues and priorities related to the team's portfolio, and to take responsive initiatives. Ability to organize and delegate work and to supervise staff. Ability to design and manage complex interventions and projects effectively.

Client orientation and partnering: Ability to establish and maintain strategic partnerships with a wide range of stakeholders within and outside the organization, identify clients' needs and offer innovative solutions to meet them, and work collaboratively with colleagues to achieve organizational goals.

Accountability: Takes ownership for achieving the Organization's priorities and ensures alignment of the team's programme work accordingly; assuming responsibility for own actions and delegated 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.

Teamwork: Ability to establish and maintain effective working relations with colleagues and partners with sensitivity and respect for diversity; demonstrated ability to work collaboratively with colleagues to achieve organizational goals and to place team agenda before personal agenda.

Technological awareness: proven ability to keep abreast of available technology; ability to understand applicability and limitations of technology; demonstrated ability to apply technology to appropriate risks; willingness to learn about new methods and technologies.

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

Management competencies

Vision: Identifies strategic issues; clearly communicates links between the Organization's strategy and the work unit's goals and activities; conveys enthusiasm about prospects and inspires team members to pursue the common goals and direction.

Empowering others: Delegates responsibility, clarifies expectations, and gives staff autonomy in important areas of their work; encourages others to set challenging goals; holds team members 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 and decision-making: Identifies the key issues and 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 adult learning, public or business administration, human resources management, leadership and management, organizational development, relevant social sciences and other programme related fields. A first level degree with a relevant combination of academic qualifications and experience may be considered in lieu of the advanced university degree.

Experience:

This position requires:

- A minimum of ten (10) years of progressive professional experience in the field of learning management, leadership development, organisational development, or a related area (required)
- Experience in designing blended and online learning programmes (required)
- Project management and supervisory experience managing large teams (required).
- Experience in the conceptualization, design, development and coordination of complex learning solutions and services (required).
- Working knowledge of UN rules, regulations and procedures (desirable).
- Service experience with different UN system organisations and/or duty stations (desirable).

Languages and other skills:

- Fluency in English is required.

- Knowledge of other official UN languages is an asset.
- Excellent networking and interpersonal skills, including the ability to establish and maintain partnerships with representatives from government, international organisations, NGOs, academia and other partners for the purposes of learning and training.

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>