

<b>Vacancy No:</b>	<b>VA/UNSSC/009/2024</b>
<b>Post Title:</b>	<b>Programme Assistant, G4</b>
<b>Organizational Unit:</b>	<b>Knowledge Centre for Leadership and Management</b>
<b>Duty Station:</b>	<b>Turin, Italy</b>
<b>Duration:</b>	<b>1 year; extensions are subject to satisfactory performance and availability of funds</b>
<b>Deadline for applications:</b>	<b>18 April 2024</b>

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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 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 of 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

This position is located at UNSSC's Headquarters in Turin, assigned to the Knowledge Centre for Leadership and Management. The Programme Assistant will be part of the

pool of staff providing support to a wide range of learning and training activities and events, managed by different learning portfolios.

The focus of this position is in undertaking administrative and logistics functions: all training and learning activities require numerous arrangements, as well as coordination, irrespective of whether they are planned to take place online, in Turin or elsewhere.

### **Terms of reference:**

Under the supervision of the Senior Manager, KCLM Team, or under delegated authority by a Learning Portfolio Manager, and in close collaboration with relevant members of the KCLM team, the Programme Assistant is specifically responsible for the following:

#### **1. Effective administrative and logistical support to training and learning activities:**

- Act as the first 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, liaising with the hotels to book accommodation for the participants and speakers, if needed, 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.;
- Screen, register and route incoming mail (including the respective group email address) and ensure follow-up action on pending issues according to deadlines and priorities relating to courses;
- Coordinate (and arranging, when required) coffee-breaks preparations; 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.;
- Arrange travel for the UNSSC staff, consultants and workshop participants and other related actions, ensuring that visas, daily subsistence allowance (DSA), medical and security clearance are obtained on time;

- 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;
- Provide support to the delivery of online learning events by setting up and operating training sessions and online meetings on various on platforms (e.g. MS Teams, Zoom), supporting the back-end by creating break-out rooms, recording the webinars, assisting with creating learning materials using online learning tools (e.g. Mural, Genially, etc.), monitoring and responding to the relevant online queries on courses, uploading documents into the learning platforms, etc.

**2. Effective support to UNSSC information management tools:**

- Analyse and file electronically all incoming correspondences; maintain the office filing system electronically;
- Keep track of the lists of consultants, contracts, payments and assist in the preparation of related documents;
- Keep the calendar of activities updated;
- Operate surveys for pre-workshop Learning Needs Assessment (LNA) and post-workshop evaluations;
- Input, maintain, and update course-related data in the Learning Management System (LMS) and customer relationship management (CRM) system
- Organize telephone and video conferences as requested;

**3. Perform other duties as required.**

**Qualifications required**

High school diploma or equivalent is required.

**Work experience**

- At least four (4) years relevant experience working as Programme Assistant or in an office support function (required);
- Experience in the logistical support to face-to-face and online meetings and workshops and/or training events (required);
- Experience in an international environment (desirable);
- Experience with any Enterprise resource-planning tool (ERP) and Customer Relationship Management System (CRM) (desirable).
- Experience with online communication tools (Zoom, MS Teams, etc.) (desirable)

## Competencies:

**Professionalism:** Good working knowledge of international business practices as well as best value for money concept and methodology; expertise in handling administrative tasks in the context of UN policies and standards; demonstrates professional competence and 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.

**Planning and Organizing:** Identifies priority activities and assignments; adjust priorities as required and uses time efficiently.

**Communication:** Very good communication (spoken and written) skills, including the ability to communicate effectively with diverse audiences on administrative-related matters and prepare written documents, contracts, reports, etc. in a clear, concise style.

**Accountability:** Takes ownership of all responsibilities and honours commitments; operates in compliance with organizational regulations and rules.

**Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others

**Creativity:** Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; 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.

**Technological Awareness:** Actively seeks to apply technology to appropriate tasks; shows willingness to learn new tools, methodologies and technology.

## Languages:

Fluency in oral and written English is required. Ability to work professionally in other official UN languages is desirable. Good knowledge of Italian is an asset.

## Other Skills:

Good communication skills, a task- and result-oriented approach and ability to prioritize tasks and organize work. Good computer skills. Excellent interpersonal skills and ability to establish and maintain effective partnerships and working relations in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity, including gender balance.

## 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>