

<b>Vacancy No:</b>	<b>VA/UNSSC/014/2024</b>
<b>Post Title:</b>	<b>Chief, UNSSC Hub for UN Transformation P5 (subject to classification)</b>
<b>Organizational Unit:</b>	<b>UNSSC Learning and Knowledge Services</b>
<b>Duty Station:</b>	<b>Madrid, Spain</b>
<b>Duration:</b>	<b>1 year; extensions are subject to satisfactory performance and availability of funds</b>
<b>Deadline for applications:</b>	<b>08 June 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.

Facilitating knowledge processes and learning connected to the internal reform and transformative efforts aimed at strengthening the capability of the United Nations system to deliver sustainable results and drive positive change is a core element of UNSSC's mandate; UN transformation is therefore a cross-cutting topic for the College. To support the vision of a modern, agile, and future-forward organisation, UNSSC seeks to establish a UNSSC Office in Madrid (Spain), which will host, amongst others, the Hub for UN Transformation staffed by a multidisciplinary team of highly committed learning professionals and specialists in relevant areas,

such as those identified as drivers for a UN 2.0. The activities of the UNSSC Hub for UN Transformation will be 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, the Chief of the UNSSC Hub for UN Transformation leads the initial start-up team in Spain, with a focus on the establishment of the new programmatic team and creating conditions for other teams to join.

Main responsibilities include:

- Develop and coordinate a relevant catalogue of programmatic offerings to be delivered by the Hub independently or in collaboration with internal/external partners, and that complements, augments and/or integrates the programmatic work of other UNSSC workstreams
- Contribute to the design and rollout of internal and external communications and outreach plans developed in collaboration with the communications unit at UNSSC headquarters, in line with the UNSSC corporate communication strategy;
- Take a leading role in strengthening existing partnerships and identifying new ones.
- Implement activities and convening forums connecting with existing networks, institutions, universities, civil society organisations and think tanks.
- Develop and maintain good working relations with senior management across all UNSSC programmatic pillars, the Integrated Business Centre and UNSSC Directorate.
- Ensure financial sustainability of the Hub by mobilizing sufficient resources to meet its financial targets.

Specific duties and responsibilities include:

### **Learning and Training for UN Transformation**

- Design, develop, deliver, guide and facilitate the implementation of learning and training activities, including knowledge events, using state of the art methodologies, resources and tools;
- Ensure overall quality assurance of the portfolio of courses, events, services and products as assessed by end users, i.e. participants, clients, partners, and donors;

- Stay abreast of research and policy developments with regard to UN transformation, the Quintet of Change, and draw on experiences emanating from UN headquarters, country offices, regional hubs, and global policy-making, including from within UNSSC, to design and deliver quality learning and training offerings;
- Act as focal point and catalyst for all UN transformation-related activities in the other programmatic units; providing support on UN 2.0 topics to enhance activities of the other programmatic units, i.e. through sharing of resources such as information, knowledge and specialized expertise; ensure systematic linkages to other key services offered by UNSSC;
- Contribute substantively to corporate policy and guidance on around UN transformation.

### **Resource Mobilization**

- Develop a business plan to ensure financial sustainability and monitor the costs/income ratio for the Hub;
- In accordance with the business plan endorsed by UNSSC senior leadership, identify and mobilize additional resources to ensure the financial sustainability and further growth of the Hub;
- Create opportunities for and support joint resource mobilisation and joint activities with other programmatic units and UNSSC corporate services;
- Achieve the financial targets established by UNSSC for the Hub.

### **Management and Coordination**

- Provide day-to-day management of the Hub for UN Transformation, including supervision of the personnel assigned to the Hub;
- Manage and oversee the team's administrative requirements;
- Develop and implement annual work plans for the Hub;
- Create and nurture a positive team environment and ensure access to skills development and/or learning opportunities for all staff;
- Coordinate and manage, within the scope of delegated authority, the human and financial resources related to the Hub for UN Transformation;
- Ensure adherence to corporate UNSSC policies, processes, procedures, platforms and tools; facilitate internal communication, strengthen UNSSC's common brand, and foster the development of a common organisational culture;

- Step-in as required to coordinate with and provide support to other UNSSC units interested in making use of the facilities and resources available to the Hub in the UNSSC Office in Madrid;
- Actively participate in Senior Management meetings of Learning and Knowledge Services (LKS) and other UNSSC wide coordination and management fora.

### **Reporting**

- Prepare and share consolidated reports regarding the activities, results and evaluation of the Hub's programmatic work, as well as on UNSSC achievements in this area as and where appropriate;
- Provide meaningful and timely reporting as required to meet corporate requirements (i.e. mid-year report, BoG report, etc.)

### **Advocacy**

- In line with UNSSC advocacy and branding policies, play a strong advocacy role in relation to the learning agenda of UNSSC and the familiarisation of the UN system with the UNSSC Hub for UN Transformation, the UNSSC Office in Madrid, and UNSSC programmes and services in general;
- Lead advocacy in learning for UN Transformation, including references to the work of UNSSC in general and that of the UNSSC Office in Madrid in particular as appropriate;
- Develop knowledge and learning products that will position the UNSSC Hub for UN Transformation as a global (inter-agency) learning centre of excellence in areas related to UN reform, such as the Quintet of Change and the vision for a UN 2.0;
- Represent UNSSC (where appropriate) to advocate for UNSSC mandate and strategic goals in the international arena, in line with the UNSSC corporate communication strategy;
- Leverage external partnerships, especially in Spain and its area of influence, to enhance the sustainability of the UNSSC Office in Madrid in general and the Hub for UN Transformation in particular.

### **Partnership Building**

- Strengthen partnerships with UN Agencies, Funds and programmes, donors, civil society organizations, academia and other relevant actors interested in learning for and in relation to UN transformation from the vantage point and for the benefit of both, the UNSSC Office in Madrid and the UNSSC as a whole;

- Engage private sector partners to collaborate with UNSSC and the UNSSC Hub for UN Transformation in designing, developing and delivering knowledge, learning and training offerings.

### **Knowledge Management**

- Provide strategic leadership and vision, as well as ensure cutting-edge knowledge production and dissemination;
- Facilitate the learning agenda within the UNSSC on UN Transformation, including through support to knowledge management by devoting time to building knowledge, disseminating lessons learned, and networking;
- Foster the integration and dissemination of lessons learnt, best practices, and relevant knowledge products in learning and training for UN transformation derived from UNSSC's work in this area.

### **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:** In-depth knowledge of learning management, instructional design methods, and service design; as well as their application to supporting organizational development, leadership, management, developing data-related capabilities, fostering a culture of innovation, delivering sustainable results, and pursuing excellence 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.

### Management competencies

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

**Leadership:** Provides a clear sense of direction, serves as a role model leading by example and demonstrates the ability to carry out the organization's vision; 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 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, or other related social sciences and fields. A first level degree with a relevant combination of academic qualifications and experience may be considered in lieu of the advanced university degree.

### Work Experience

A minimum of ten (10) years of progressive professional experience in the field of learning management, leadership development, organizational development, or a related area (required). Five years of experience in the UN system or a comparable setting (desirable).

Experience in the design, development and delivery of complex learning and training services in an interagency setting and through partnerships (required).

Proven experience in financial and human resource management, business development and resource mobilization (required). Working knowledge of UN rules, regulations and procedures (desirable). Service experience with different UN system organizations and/or duty stations (desirable).

### Languages and other skills

- Fluency in English. Knowledge of other official UN languages is an asset.
- Excellent networking and interpersonal skills, including the ability to establish and maintain trust-based relationships and partnerships with high-level representatives from government, international organizations, NGOs, academia and other partners.

## 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>