

Vacancy No:	VA/UNSSC/019/2024
Post Title:	Learning Portfolio Manager, P4
Organizational Unit:	Knowledge Centre for Leadership and Management (KCLM)
Duty Station:	Turin, Italy
Duration:	1 year; extensions are subject to satisfactory performance and availability of funds
Deadline for applications:	02 October 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 Head of the KCLM team, the Learning Portfolio Manager is responsible for the design, continued development, and implementation of a Portfolio of specific face-to-face, blended and e-learning projects and knowledge services selected from the overall KCLM programme Portfolio, with particular attention to nurturing senior and executive management and learning excellence.

Specific duties and responsibilities of the Learning Portfolio Manager include:

Portfolio Management and Learning Results

- Design, develop, deliver and evaluate quality, comprehensive, blended and e-learning activities, programmes, frameworks, assessment tools and knowledge- and change-management activities (hereafter “learning initiatives”) assigned from the KCLM Portfolio, particularly in areas related to management development and UN managerial reform, for mid-senior UN professionals. To be undertaken while ensuring continued innovation and the application of mobile and web-related technologies to enhance knowledge and learning management processes.
- Ensure alignment of learning initiatives to the United Nations and UNSSC values, strategic goals, and priorities; this includes supporting the development of a common UN leadership culture, and organizational transformation in the light of UN 2.0.
- Collaborate with a wide range of internal and external stakeholders; coordinate, as required, Subject Matter Expert (SME), content developers and instructional designers; provide technical advice to, as well as lead and manage learning initiatives, as required, in order to support UN system organizations interested in undertaking learning initiatives which rely on UNSSC’s expertise, digital learning platforms and tools.
- Serve as SME, facilitator and/or faculty for UNSSC learning initiatives as required, particularly in the areas of management, learning and development.
- Manage relations and communications with clients, partners, project counterparts, instructional designers, technical developers, faculty and SME as required.
- Lead and manage strategic outreach and engagement initiatives related to the assigned Learning Portfolio, including marketing, publicity and communications actions for learning initiatives.
- Design and manage strategies for marketing, publicity and communications for learning initiatives in the Portfolio.

- Keep abreast of best practices in the field of management, learning, training and technology enhanced learning; including analysing the characteristics of available and emerging technologies and fostering adoption in relation to the assigned Portfolio as appropriate.

Financial and Human Resources Management

- Oversee the full life cycle of learning interventions included in the Portfolio, interfacing between clients and the respective project teams, schedule deliverables, and ensure teams have the information and resources they need to get the job done.
- Provide business analysis to ensure that the e-learning solutions UNSSC provides its clients are aligned with their respective business performance and organizational goals, as agreed.
- Develop project documents with detailed programme and financial components.
- Ensure all programmatic requirements are met, processes are followed, and internal and external reporting requirements are undertaken as required.
- Lead and manage agile project teams – with a focus on developing psychological safety and building internal competencies - including supervision and recruitment (as required) of staff, project personnel, interns, contractors, and consultants.
- Identify relevant evaluation methodologies to assess the effectiveness of activities in the Portfolio, ensuring regular assessment and communication of results to UNSSC and external stakeholders. Contribute to the implementation of UNSSC's data-collection policies. Collaborate with UNSSC's lead on data analysis and evaluation to ensure methods deployed by KCLM are aligned to corporate requirements and guidance.
- Support the team's resource mobilization efforts, while monitoring financial status of projects and activities to ensure their financial sustainability and alignment to expected performance targets.
- Support and contribute to internal knowledge exchange on new developments and initiatives in the area of technology and learning.

Partnerships

- Actively monitor and cultivate client and partner relations.
- Propose and follow up on partnership opportunities, including new ventures.

- Participate in inter-agency meetings and working groups to exchange information and collaborate on e-learning, LMS platform initiatives and policies.
- Facilitate UNSSC cross-team collaboration by identifying potential opportunities for funding through courses, products, and events for other teams, and/or providing direct support to organizing and delivering courses/KM products/events for other teams, as required.

Other

- Perform any other duties as required.

Competencies

Professionalism: An in-depth knowledge of learning management, instructional design, leadership and management development, management theories, challenges and practices, preferably in the UN system, with a particular emphasis on those relevant to seasoned and the senior professionals. Experience as lead process facilitator and lecturer in workshops and similar learning settings, both in-classroom and virtual environments.

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 activities, and to take responsive initiatives. Ability to organize and delegate work and to supervise staff. Ability to design and manage projects effectively.

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.

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, as well as to leverage social networks and online environments to create thriving communities of practice.

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.

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.

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 new technology.

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

Qualifications Required

Education

Advanced University degree (Master's degree or equivalent) in adult learning, public or business administration, human resources management, human rights, law, political and/or social sciences, or equivalent relevant field. 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:

- Minimum seven years of professional experience in the field of learning or a related area (required)
- Experience in the conceptualization, design, development and coordination of learning solutions and programmes designed to facilitate and ensure senior and executive leadership and human resources excellence (required)
- Experience designing blended and online learning programmes, and usage of technology-enhanced learning platforms and tools (required)
- Experience in supervisory functions and project management (required)
- Experience in instructional design, content development, and learning analytics (desirable)
- Previous experience in the UN System (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 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>