Vacancy No:	**VA/UNSSC/001/2025**
Post Title:	**Associate Learning Officer (Emerging Leadership), P2**
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:	**11 March 2025**

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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 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.

Terms of reference:

Under the supervision of a Learning Portfolio Manager in the UNSSC Knowledge Centre for Leadership and Management (KCLM), and with a focus on Emerging Leadership, the Associate Learning Officer will, among others, perform the following duties:

Learning Programme/Project Management

- Providing substantive inputs through the entire life cycle of learning design and development from vision through delivery and evaluation and functioning as a Project Coordinator:

  o Providing full technical support during preparation and delivery of training activities and events (in virtual, F2F, blended or hybrid formats), including testing new web-based technologies to be used in the social learning spaces and contributing to enhance participants' learning experience;
  o Monitoring online courses and helping solve any technical problems that participants may encounter;
  o Curating and developing content, e-learning courses components, training videos, user guides, and other materials; Contributing to administering and managing UNSSC learning platforms (Moodle) and the design of online courses, development and distribution of learning and reference material through web-based learning environments;
  o Contributing to data-related functions, including assistance with design and dissemination of data collection tools; analysing responses, identifying patterns and issues, and preparing preliminary conclusions;
  o Contributing to the design, analysis and reporting of needs assessments, as well as learning and impact evaluations;
  o Providing input to the development of long-, mid-, and short-term programmatic and learning objectives;
  o Drafting training proposals and concept papers (based on the requests and needs from clients and partners, as well as based on proactive research and learning analytics);
  o Contributing to coordinating and engaging directly in administrative arrangements for training activities, including preparation of course material, attendance lists and agenda, responding to incoming communications, correspondence with participants and resource

persons, drafting and word processing of reports, and any additional preparatory and follow-up actions as required;
- o Keeping current with trends, best practices, new technologies, and emerging innovations in training and talent development, and recommending scoped, relevant actions, including new initiatives;
- o Undertaking, as assigned, project cycle management of synchronous and asynchronous Emerging Leadership portfolio learning programmes;
- o Undertaking, as assigned, client relationship development and engagement;
- o Coordinating Cohorts/Editions between a range of Emerging Leadership portfolio learning programmes with a particular focus on alignment of curriculum; cross-cutting themes; timelines; and work planning;
- o Providing input to budgeting processes;
- o Participating in and delivering presentations on assigned topics/ activities;
- o Preparing, coordinating, facilitating and delivering learning sessions and knowledge processes in the framework of workshops, online learning activities, webinars, self-paced modules, retreats and other formal and informal learning processes and events as required;
- o Assisting in the design, development and distribution of selected learning and reference materials;
- o Monitoring and analysing specific aspects of programme/project development and implementation;
- o Participating in field missions, including client engagement, provision of substantive, technical and administrative support, data collection, etc.
- o Supporting outreach, marketing and communications activities; participating in the development of communications and marketing pieces and Open House Webinars, etc.;

- Working with key clients, partners, sponsors, donors and resource persons to facilitate the development, implementation and evaluation of assigned learning products;
- Planning and overseeing multiple instructional design contracts and e-learning development projects with external consultants, vendors and in-house focal points:
  - o Coordinating external consultants, including Resource Persons with internal focal points to align on learning outcomes, learning experience design components;
  - o Evaluating applications to training rosters;
  - o Seeking to expand and ensure diversity/quality of training rosters.
- Contributing to the development and iteration of quality assurance standards for learning programme design, development and delivery

- o Ensuring quality and accuracy of selected learning programmes by reviewing modules, and related reference material;
  - o Ensuring quality and coordination of user experience (UX) through various digital learning tools and the Learning Management System.
- Contributing to team management and coordination
  - o Modelling and iterating psychological safety, as well as UN leadership values and behaviours as a means to foster teamwork, collaboration, and a culture of service excellence through innovation within the team;
  - o Supporting the coordination of roles and responsibilities for project delivery;
  - o Coordinating, as assigned, Interns and Individual Contractors tasked with responsibilities related to project delivery.

Knowledge Management

- Leading Knowledge Management processes for the Emerging Leadership learning programmes:
  - o Identifying/collecting/compiling good practice, successful examples, and relevant knowledge assets from participants' sharing and feedback;
  - o Seeking to identify cross-cutting themes, trends, and pain-points throughout programme delivery and evaluation;
  - o Contributing to programme mapping, scoping, and curriculum development of KCLM offerings on Leadership and Management;
- Contributing to Knowledge Management processes for internal and external use, including:
  - o Partaking in the collective good of the College, including but not limited to college-wide initiatives, Communities of Practice, both at the College as a whole and KCLM itself, to guide collaborations and alignment across teams on learning experiences;
  - o Compiling and analysing UX feedback and contributing ideas for the continued improvement of selected learning programmes;
  - o Partaking in the development and maintenance of standardised guidebooks/job aids/promotional pieces on process; good practice; and lessons learned.

Perform other duties within functional profile as assigned and deemed necessary for the efficient functioning of the office and the Organization.

Competencies:

Client Orientation: Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing

developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

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; willingness to learn from others; ability and willingness to seek 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; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

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.

Professionalism: Solid understanding and experience in learning design and technology-enhanced learning; solid knowledge and experience in instructional design and e-learning content development; proven experience in learning ecosystem design. Demonstrated professional competence and mastery of subject matter.

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.

Technological Awareness: Solid knowledge and experience of learning management systems and content authoring software. Understanding of applicability and limitation of technology to the work of the office and experience on the application of technology to support learning and training intervention. Experience in LMS system administration, online meeting and web conferencing tools is an asset.

Qualifications required:

Education
Advanced University degree in adult learning, instructional design, educational technologies, cognitive science, international relations, social sciences or related human sciences. A first level degree with a relevant combination of academic qualifications and experience may be considered in lieu of the advanced University degree.

Experience
- At least 2 years of working experience in adult learning, client support and engagement (mandatory);
- Proven experience in course creation, content authoring (e.g. Articulate RISE), activity set-up and participation management in LMS environments (mandatory);
- Solid knowledge and experience of learning design (online, face-to-face, and blended; content management and curation (mandatory);
- Experience with online meeting and web conferencing tools (e.g. Zoom, Microsoft Teams) (desirable);
- Previous working experience in the UN System (desirable).

Languages
Fluency in oral and written English is required. Knowledge of another UN official language is desirable.

Other skills
- Demonstrated knowledge and understanding of the leadership and management topics in the context of the UN system;
- Demonstrated ability to establish and maintain partnerships with a wide range of stakeholders;

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