

Vacancy No: VA/UNSSC/007/2025
Post Title: Team Assistant, G3
Organizational Unit: Peace and Security Hub
Duty Station: Turin, Italy
Duration: 1 year; extensions are subject to satisfactory performance and availability of funds
Deadline for applications: 18 April 2025

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.

The 2030 Agenda for Sustainable Development recognizes that there can be no sustainable development without peace and no peace without sustainable development. Echoing this holistic approach, the two critical “twin” resolutions on sustaining peace called for a comprehensive and coordinated approach to sustaining peace. Based on these landmark frameworks, the Secretary-General’s “Our Common Agenda” highlights the need for a peace continuum based on an improved understanding of the underlying drivers and systems of influence that are sustaining conflict, and a meaningful set of steps to manage emerging risks.

UNSSC's Peace and Security hub is responding to these calls by providing inclusive high-quality learning solutions which strengthen the institutional and organizational capacity to work holistically across pillars to prevent and mitigate conflict, build resilient societies and contribute meaningfully to sustainable peace. The hub equips UN staff and partners with the capabilities to adopt a "Sustaining Peace lens"; focusing on strengthening analytical capacities and skills to move from analysis to action and peacebuilding programming for sustainable peaceful solutions.

The hub's work is geared towards ensuring a more coordinated, coherent, and integrated effort towards the prevention of violence, conflict, and fragility and is supporting ongoing shifts in UN practice towards inclusivity, which enable visibility and legitimacy to a broader range of peace actors. It brokers knowledge in partnership with leading thematic think tanks and academia on thematic issues.

Terms of reference:

The incumbent will serve as a Team Assistant for the overall UNSSC Peace and Security hub.

The specific tasks of the Team Assistant are:

Provide general administrative and logistical support for the preparation and delivery of learning products and training activities (online and face-to-face in Turin and elsewhere):

- Act as the point of contact for the participants, including responding to/communicating with the interested participants/entities, issuing invitations to the approved participants, preparing lists of participants and agendas, keeping the logistics note for the participants up-to-date, liaising with hotels/ITCILO to book accommodation (and meals) and coordinate check-in/out arrival/departure dates and times for the participants and trainers, if needed, and taking any follow-up action;
- Assist 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/booking and setting-up of training rooms and technical equipment, consolidation of post-training evaluation, etc;
- Use standard procedures for securing coffee-breaks for face to face training activities (and arrange, when required); liaise with internal services/ITCILO/external service providers for security/access and IT; use standard procedures for arranging transportation services and hospitality arrangements;

- Coordinate logistics with vendors and service providers under the guidance of supervisors, including searching and negotiating best rates, services/products with hotels, restaurants, catering, suppliers, transportation companies, and other vendors as required, etc.;
- Use standard procedures for arranging travel for UN personnel, external trainers, consultants and workshop participants and other related actions, ensuring that visas, daily subsistence allowance (DSA), medical, security, and other administrative clearances/authorizations are communicated and obtained on time;
- Liaise with IBC for the issuance of entity-specific unique/collective invoices; follow up on payments;
- Support the preparation of basic workshop cost estimates and track simple financial records under supervision;
- Provide logistical support for procurement and recruitment actions for respective training and courses, where needed;
- Serve as an emergency contact person for course participants;
- Proactively inform the Learning Portfolio Managers and/or Senior Manager of any issues as appropriate.

Support the UNSSC Peace & Security Hub with application of internal processes and procedures particularly related to the CRM and E-lounge:

- Liaise with LPM's to facilitate the timely preparation of required information on the CRM, including course pages, participants registration processes, evaluation results and course closure processes.
- Support the closure of training courses by assisting with data entry and communication with internal units.
- Participate in related CoP meetings and keep track of CRM and E-lounge related developments.
- Provide support to the LPM's to launch courses on E-lounge; prepare the pages and upload required content; ensure settings and certification process are in line and branding guidelines are followed.
- Keep track of new development, procedures and best-practices related to CRM and E-lounge features and ensure consistency throughout the different peace and security offerings.
- Enroll authorized users and provide login credentials and/or access information to participants, speakers and resource persons.
- Assist in the setup of course webinars and provide participants with standard guidance on E-Lounge access.
- Provide on-boarding support to new colleagues on CRM and E-lounge functions.

Provide ad-hoc assistance to other programs across UNSSC when required.

Competencies

Communication: Speaks and writes clearly and effectively. Listens to others, interprets messages correctly, and responds appropriately. Demonstrates openness in sharing information and keeping relevant parties informed. Uses simple and clear language in correspondence and documents.

Teamwork: Works collaboratively with colleagues to achieve organizational goals. Shows willingness to assist others and support team decisions. Values different points of view and respects diversity in working relationships. Follows team instructions and contributes to a cooperative work environment.

Planning & Organizing: Uses time efficiently and effectively to meet deadlines. Prioritizes tasks and adjusts work as necessary. Keeps records and documents well organized. Pays attention to details to ensure accuracy in administrative work.

Accountability: Takes ownership of assigned responsibilities and honors commitments. Delivers outputs within prescribed timelines and quality standards. Acknowledges mistakes and takes corrective action as needed. Follows administrative rules and procedures.

Client Orientation: Provides timely and appropriate service to internal and external clients. Demonstrates patience and professionalism when interacting with clients. Seeks feedback to improve service delivery. Understands and respects different cultural backgrounds in client interactions.

Technological Awareness: Uses standard office technology such as Microsoft Office and communication platforms (Zoom, MS Teams). Quickly learns and adapts to new technologies used in the workplace. Ensures proper handling and security of electronic records. Troubleshoots minor IT-related issues within own scope of work.

Commitment to continuous learning: Seeks opportunities to develop skills and knowledge relevant to job functions. Shows willingness to learn from feedback and improve performance. Keeps up to date with developments in administrative procedures and office technologies. Takes initiative to participate in relevant training and learning activities.

Qualifications required

Education: High School Diploma.

Experience:

- At least three (3) years relevant experience working in an office support function;

- Experience in the logistical support to face-to-face and online meetings and workshops and/or training events is highly desirable.
- Experience with any Enterprise resource-planning tool (ERP) and Customer Relationship Management System (CRM) is highly desirable;
- Experience with online communication tools (Zoom, MS Teams, etc.) is highly desirable.
- Previous working experience in the UN is an asset;

Languages and other skills:

- Proficient in written and spoken English;
- Knowledge of Italian is an asset;
- Ability to work in a multicultural team environment and to work under pressure;
- Capacity to plan, implement and monitor support services to learning events;
- Good knowledge of office technology such as MS Office and teleconferencing tools.

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>