

<b>Vacancy No:</b>	<b>VA/UNSSC/013/2025</b>
<b>Post Title:</b>	<b>Chief, Client Engagement and Strategic Initiatives, P5</b>
<b>Organizational Unit:</b>	<b>Integrated Business Centre—Client Management Services</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>17 January 2026</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.

The Chief, Client Engagement and Strategic Initiatives leads the Client Management Services (CMS) unit within the Integrated Business Centre (IBC). This role is pivotal in ensuring that client engagement, institutional relations, strategic initiatives, and organizational performance management are aligned and effectively coordinated across the College. The position enables seamless integration between client-facing activities and internal performance frameworks, strengthening UNSSC's capacity for innovation, resource mobilization, and institutional growth.

## Terms of Reference

Reporting directly to the Deputy Director, IBC, and as a key member of the College's management team, the Chief is responsible for advancing institutional excellence through effective client management, high-level stakeholder engagement, robust governance, and continuous organizational performance improvement. The incumbent oversees the monitoring and transparent communication of organizational performance, manages key institutional relationships, and leads strategic initiatives that align with the College's direction and priorities.

Main responsibilities include:

### **Client & Donor Engagement**

- Lead the development and execution of a comprehensive client engagement strategy, integrating institutional relations, donor engagement, and partnership management as core components of client engagement.
- Manage and nurture relationships with institutional partners (host country governments, UN entities, inter-agency bodies), donors, and other key stakeholders as part of a unified client engagement approach.
- Serve as Secretary of the Board of Governors, ensuring effective coordination of Board meetings, preparation of agendas and documentation, and follow-up on Board decisions as part of the client engagement function.
- Oversee donor engagement and reporting as an integral part of client management.
- Represent UNSSC in high-level meetings, working groups, and strategic dialogues, positioning the College as a trusted partner and advancing institutional objectives through proactive client engagement.
- Integrate client feedback and partnership insights into strategic planning and performance improvement.

### **Strategic Initiatives & Partnerships**

- Lead the design, coordination, and implementation of cross-cutting strategic initiatives that advance UNSSC's institutional priorities, including strategic coordination and planning for the establishment of new UNSSC offices.
- Champion a corporate approach to the management and delivery of transformative projects, promoting collaboration across units and leveraging multidisciplinary expertise to maximise organisational impact.
- Lead strategic engagement and corporate efforts within the framework of UN80 and of future institutional reform initiatives, in close collaboration with the UNSSC Senior Management. Play a key role in actively championing the

College's interests while ensuring the preservation and integration of institutional memory as a vital asset in shaping future directions.

- Prepare and present comprehensive reports, briefings, and strategic recommendations to senior management, and external stakeholders regarding the status and impact of strategic initiatives and partnerships.

### **Organizational Performance & Business Intelligence**

- Oversee the development and use of performance frameworks and indicators to monitor progress against strategic goals and operational targets.
- Provide substantive contributions to strategic planning processes and serve as the principal focal point for the Integrated Business Centre.
- Coordinate the preparation of institutional performance reports for senior management, the Board, and external stakeholders.
- Lead corporate data management and governance, ensuring the effective integration and utilisation of systems such as Salesforce CRM and automated reporting platforms to enhance data-driven decision-making and overall business efficiency.
- Ensure that business intelligence insights are translated into strategic recommendations and support continuous improvement.

### **Management and Coordination**

- Provide day-to-day management of a multidisciplinary team responsible for performance, and institutional coordination, including supervision of the personnel.
- Manage and oversee the team's administrative requirements.
- Develop and implement annual work plans for the team.
- 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 team.
- 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.
- Contribute to senior-level decision-making and cross-functional coordination within the College.

## Qualifications Required

### Education

- Advanced university degree (Master's or equivalent) in public administration, international relations, social sciences, business management, or a related field.

### Experience

- Extensive experience (10+ years) in progressively responsible roles within the United Nations system or similar multilateral organizations, with a focus on strategic advisory, programme management, and institutional partnerships (required).
- Experience in stakeholder engagement, donor relations, and strategic communication, including management of external partnerships, resource mobilisation efforts, or communication strategies in complex institutional settings (required).
- Experience in providing strategic advice to senior management and governance bodies, ensuring alignment with organisational priorities and strengthening key relationships (required).
- Experience in managing financial resources and leading cross-functional or multidisciplinary teams, particularly in multicultural or international settings (required).
- Experience aligning programmes, partnerships, or client engagement strategies with an organisation's mission, vision, and strategic priorities, demonstrated through previous roles involving strategic planning, institutional coordination, or portfolio management (desirable).
- Experience in managing change initiatives, leveraging data, digitalization, and innovation to enhance business processes and organizational effectiveness (desirable).

### Skills

- Strategic thinking and analytical skills.
- Strong diplomatic and stakeholder engagement abilities, with a proven ability to build and sustain partnerships.
- Proven capacity to advise senior and top management on strategic decisions and institutional priorities.
- Excellent written and verbal communication skills, including experience drafting governance documents and strategic reports.
- Ability to manage teams, coordinate complex processes, and deliver results under pressure.

## Languages

Fluency in oral and written English is required. Knowledge of another UN official language is an asset.

## Competencies

**Professionalism:** Demonstrates expert knowledge in managing institutional relations, leading strategic initiatives, and designing client services; shows pride in work and achievements; delivers results with integrity and accountability.

**Client Orientation:** Anticipates and understands client needs; builds strong relationships; ensures client satisfaction. Builds strategic partnerships internally or externally. Represents the UNSSC externally.

**Leadership:** Provides direction and motivation; empowers others; fosters teamwork and collaboration; leads change and innovation.

**Planning and Organizing:** Develops clear goals; prioritizes activities; manages resources efficiently; adjusts plans as needed to achieve objectives.

**Accountability:** Takes responsibility for actions and decisions; delivers on commitments; promotes a culture of results-based management.

**Judgement/Decision-Making:** Identifies key issues; gathers relevant information; makes sound decisions and provides strategic advice to senior management.

**Creativity:** Leads and promotes the development of new programmes or services generating new solutions to address strategic problems. Responds to the demands of internal and external stakeholders for new approaches to be adopted.

**Managing Performance:** Manages individuals or functional teams by allocating tasks and responsibilities. Monitors performance and project progress against milestones, providing feedback, both formal and informal, to others. Acts as a coach or mentor promoting gender equality and setting or supporting personnel's development plans

## 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>