



Vacancy No.: VA/UNSSC/011/2021

Post Title and Level: Programme Assistant, G5 – Customer service

Organizational Unit: UNSSC Knowledge Centre for Leadership and Management

Duty Station: Turin, Italy

Duration: One year, extension of the appointment is subject to availability of funds and satisfactory performance

Deadline for applications: 17 December 2021

The UNSSC is committed to diversity and inclusion within its workforce, and encourages candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities to apply

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Organizational context:

The United Nations System Staff College (UNSSC) is the UN’s system-wide knowledge management and learning institution created by the General Assembly to fostering a cohesive management culture across the UN system. UNSSC’s mission is to contribute to a more effective, results-oriented and agile UN through learning, training and knowledge dissemination. UNSSC is known for enabling the diverse staff of the UN system to learn together, share experiences, and formulate joint solutions to the challenges facing the UN. Beyond bringing together UN staff from across the system through its learning and training offerings, UNSSC’s comparative advantage lies in its ability to provide an inter-agency perspective based on its wide and varied engagement with different entities within the UN system and beyond, hence fostering unique dialogue spaces in the spirit of multi-stakeholder collaboration. Its programmes are funded from three distinct sources: participant fees, contracts with UN agencies/entities, and donor grants.

In Fall 2017 the College established the Knowledge Centre for Leadership and Management (KCLM) to consolidate its expertise in management and leadership development, align it with the UN System Leadership Framework recently adopted by the CEB, and grow its portfolio in this area. The objective of the Centre is to contribute to forging a common UN leadership and management culture for the 2030 Agenda by providing UN staff with world-class learning opportunities in core professional, management and leadership skills in line with the UN System Leadership Framework. KCLM is the largest team of learning specialists and professionals at UNSSC, committed to embodying the leadership principles and behaviours outlined in the UN System Leadership Framework in the way we work and learn together.

Job purpose: UNSSC, through its Knowledge Centre for Leadership and Management, has consolidated its reputation as a centre of excellence within the UN System in the areas of leadership, management and organizational development thanks to a rich portfolio of continuously growing innovative specialised programmes and services. Accelerated by the COVID-19 pandemic and the growing popularity of online learning opportunities, the number of learners participating annually in KCLM programmes has multiplied tenfold in just a few years, reaching approximately 14,000 in 2021. In this context, the KCLM must strengthen internal processes and capabilities to provide help desk support and address customer concerns promptly and effectively as a key element of its strategy for continuous improvement in the quality and perceived value of the learning experiences it offers to UN personnel globally.

Responsibilities:

Reporting to the Senior Manager, Knowledge Centre for Leadership and Management and within delegated authority, the Programme Assistant for Customer Service will provide programme support to the team in the following areas:

- **Focal point for coordination of help desk and customer support requests from enrolled and prospective learners**

Specific duties include:

- Monitor, log, respond to and provide first level technical support to requests from enrolled and potential participants in KCLM activities prior to the start of their respective learning activities.
- Contribute to customer satisfaction through prompt and effective communication following reception of support requests.
- Solve routine issues and escalate complex issues based on technical difficulty and priority, consulting internally and using documented procedures as required.
- Monitor, log, analyse and report on help desk requests, supporting the identification of patterns and the development of standardised guidance to address frequently asked questions and common issues.
- Contribute to developing and managing internal and external support documentation, including compiling and maintenance of a knowledge base of FAQ.
- Support the design and development of Robotic Automation Processes (RAP) and tools, such as chatbots, to enhance UNSSC capacity to provide timely on-demand help desk support to its growing user base; in this context, provide insight on common support scenarios and contribute to testing and training Artificial Intelligence and other RAP tools as required.

- **Administrative and logistic coordination of KCLM learning programmes**

Specific duties include liaising with internal and external organizational units to initiate requests, obtain necessary clearances, process and follow-up on administrative actions for:

- recruitment and appointment of consultants
- travel arrangements
- identification of training venues
- authorization of payments
- disbursement of funds
- procurement of training services

- **Maintenance of business data repositories**

Specific duties include:

- Compiling, summarizing and entering course information and data on activity completion and evaluation into UNSSC databases (CRM etc.)
- Processing enrolment requests and producing relevant reports and administrative information as required, using the designated CRM and enterprise resource planning systems.
- Generating and drafting progress and evaluation reports as required
- Identifying shortfalls in delivery, issues in training activity evaluations and presenting them to the attention of management.
- Ensuring relevant institutional partners and contacts for KCLM activities are properly identified and associated in UNSSC databases (i.e. CRM, Atlas) for future reference.

- **Drafting and review of documents and correspondence**

Specific duties include:

- Preparing logistical notes and reviewing a wide range of administrative documents, including information pieces to be disseminated through email and web environments to UNSSC clients and learners in relation to assigned KCLM activities; thus ensuring completeness and compliance with relevant rules and procedures prior to submission for final approval and signature
- Identifying inconsistencies, compiling input, introducing corrections as required and distributing documents to relevant parties upon approval

- Drafting activity budgets in Open ERP as required
- Drafting correspondence on contracting, partnerships, collaboration agreements and training-related issues
- Preparing and updating periodic reports, briefing notes, logistical notes, graphic and statistical summaries, financial summaries etc.
- **Providing support to face-to-face and online training activities**
 - Providing administrative and logistical support services on-site during residential courses, including room set-up and preparation of physical learning spaces, coordinating with internal and external providers as required.
 - Administering webinars as required, including: conducting test-runs with speakers; uploading session content and resources; communicating log-in processes to participants; delivering introductory sessions and providing technical support during webinar delivery to speakers and participants, including distribution of webinar recordings, surveys and relevant documents through Moodle and other relevant means.

Competencies:

Professionalism:

In-depth knowledge of programme procedures and practices and ability to apply them in an organizational setting. Demonstrates use of initiative and makes appropriate linkages in work requirements and anticipates next steps. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work. In-depth knowledge of the processes and tools involved, from a client-perspective, in the early stages of engagement in UNSSC learning experiences; as well as the ability to foresee, identify and resolve technical difficulties and miscommunication issues.

Communication:

Gains trust of peers, partners, clients by presenting complex concepts in practical terms to others. 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; ability to compile, in a concise and effective manner, step-by-step guidance on how to perform common self-service tasks expected from UNSSC clients and learners.

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.

Planning & Organizing:

Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

Accountability:

Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides

oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

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.

Client Orientation:

Thrives on customer satisfaction. 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:

Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.

Technological Awareness:

Advanced user knowledge of Moodle-based learning management systems, mobile Moodle app and UNSSC website. Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

Qualifications and Experience

Education

Completion of secondary education /high school.

Work Experience

This position requires:

- At least 5 years of work experience in programme or project administration, technical cooperation or related area. Experience in an international environment, especially a working environment similar to UNSSC, is an asset;
- Proven experience in the administration of requirements for learning and training services.
- User-level experience across various common web-based corporate management environments, including: Enterprise Resource Planning (ERP) systems such as Open-ERP and Atlas, Customer Relationship Management (CRM) platforms such as Salesforce. Advanced user experience in Moodle Workplace Learning Management System (LMS) and e-commerce functionality in Drupal-based websites.
- Ability to use web conferencing tools such as Zoom and Microsoft Teams.

Languages

- English is the official working language of the UNSSC. For the post advertised, fluency in oral and written English is required. Fluency in other official UN languages are an asset. Being able to communicate in Italian is an advantage.

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-unssc/employment-opportunities/>**

Date of issuance: 18 November 2021