



Vacancy No: AF_014_2020
Post Title: Associate Fellow – 2 positions
Organizational Unit: UNSSC Knowledge Centre for Leadership and Management
Duty Station: Turin, Italy
Duration: One year, starting on 1 January 2021 (renewable)
Deadline for applications: 06 December 2020

UNSSC provides a work environment that reflects the core values: integrity, professionalism and respect for diversity. We strongly encourage qualified women candidates and candidates from developing countries to apply.

Organizational Context:

The UN System Staff College is the learning institution of reference for UN staff. We deliver learning programmes and provide a space for learning to UN staff at all levels, in all functions and locations. Governed by a Board chaired by the Chef de Cabinet of the Secretary-General, we are uniquely positioned above institutional silos and work in partnership with a wide array of UN entities, inter-governmental organizations, academic institutions, and civil society organizations. By fostering a common leadership and management culture as well as a shared understanding of the policy and operational challenges facing the UN, we help the UN system deliver for the 2030 Agenda.

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 programmes are funded from three distinct sources: participant fees, contracts with UN agencies/entities, and donor grants.

Responsibilities:

Under the supervision of the Senior Manager, KCLM Team, or under delegated authority by a Learning Portfolio Manager, and in close collaboration with relevant members of the KCLM team, the Associate Fellow is specifically responsible for the following:

- Provide full administrative and logistical support to preparation of training activities including responding to incoming communications, contacts with participants and resource persons, drafting and word processing of reports and communications either on own initiative or on instruction from team members;
- Assist in making arrangements for workshops, including preparation of course material, attendance lists and agenda, correspondence with participants and any follow-up action.



- Work with key clients, partners and resource persons to facilitate the development, implementation and evaluation of assigned learning products; assist in the development and distribution of learning and reference material through web-based learning environments; monitor and analyze specific aspects of programme/project development and implementation; review relevant documents and reports; identify problems and issues to be addressed and recommend corrective actions; liaise with relevant parties; identify and track follow-up actions;
- Assist in organizing and facilitating learning sessions and knowledge processes in the framework of workshops, online learning activities, webinars, retreats and other formal and informal learning processes and events as needed;
- Curate content and design/develop e-learning courses, training videos, user guides, and other materials;
- Provide substantive support for learning programme design, development, coordination and evaluation functions, including the review and analysis of emerging issues and trends, participation in needs assessment, learning and impact evaluations, as well as research activities and studies;
- Support the administration and management of UNSSC learning platforms (Moodle) and the design of online courses;
- Monitor online courses and help solve any technical problems that participants may encounter;
- Carry out basic research on selected aspects of learning programmes, delivery methods and other aspects connected to digital learning processes and activities, to include collecting, analyzing and presenting data and other information gathered from diverse sources.
- Participate in survey initiatives; assist with design of data collection tools; issue data collection tools, review, analyze and interpret responses, identify problems/issues and prepare preliminary conclusions.
- Undertake outreach, marketing and communications activities; participate in the development of communications and marketing pieces, etc.; participate in and make presentations on assigned topics/activities.
- Assist the Knowledge Centre for Leadership and Management in its activities, by performing other related duties as required.

Results Expected:

Provide timely and effective administrative and logistical support, as well as assistance in coordinating the design, development, implementation and evaluation of learning activities and products within the respective portfolio. Provide well researched and sound analysis of issues and developments affecting design, development, administration and implementation of learning and knowledge processes.

Qualifications and experience:

The position requires:

Education: A first-level university degree, preferably in adult learning, business administration, management, economics or a related field;

Experience: At least 1 year of progressively responsible experience in project/programme management in the field of learning and training, knowledge management, or a related area. Knowledge of e-learning authoring software (e.g. Articulate Storyline, Adobe Captivate, etc.), learning management systems and online meeting and web conferencing tools (e.g. Zoom, Adobe Connect) is desirable. Previous working experience in the UN System is an asset.



Language: Fluency in oral and written English is required. Ability to work professionally in other official UN languages is desirable.

Competencies:

Professionalism: Solid knowledge and understanding of adult learning and training theories, instructional design and e-learning development. Ability to identify issues, analyze and participate in the resolution of issues/problems. Ability to apply judgment in the context of assignments given, plan own work and manage conflicting priorities. 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.

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.

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: 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 the fields of adult learning, digital learning, and instructional design; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues; shows willingness to learn from others; seeks feedback to learn and improve.

Technological Awareness: Keeps abreast of available learning and technology; understands applicability and limitation of technology to enhance learning; actively seeks to apply technology to appropriate tasks; shows willingness to learn new tools, methodologies and technology.

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