Vacancy No.: VA/UNSSC/001/2021

Post Title and Level: Programme Assistant (G4)

Organizational Unit: UNSSC Knowledge Centre for Sustainable Development

Duty Station: Bonn, Germany

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

Deadline for applications: 21 February 2021

THE STAFF COLLEGE IS INTERESTED IN SECONDMENT OF STAFF FROM ORGANIZATIONS OF THE UNITED NATIONS SYSTEM

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.

The United Nations System Staff College (UNSSC) is the primary provider of inter-agency training and learning for the staff of the United Nations system. Its overall objective is to promote and support UN inter-agency collaboration, increase the operational effectiveness of the UN system as a whole and provide UN staff with the required skills and competencies to face today’s global challenges.

UNSSC conducts a variety of learning and training activities, in Turin and Bonn, UN Headquarters as well as the regional and country levels. All such activities effectively respond to the cross-agency, far-reaching reform agenda of the United Nations.

Organizational context:

The UNSSC Knowledge Centre for Sustainable Development, officially opening in January 2016, is an integral part of the United Nations System Staff College tasked to provide support to the UN system in implementing the 2030 Agenda for Sustainable Development through learning, training, and knowledge management. It supports, in collaboration with relevant UN institutions and its partners, the policy and operational work of the UN through the development of learning tools, platforms of interaction and executive programmes around the dimensions of the sustainable development agenda.

Terms of reference

The incumbent will serve as a Programme Assistant at the UNSSC Knowledge Centre for Sustainable Development in Bonn, Germany.

The specific tasks of the Programme Assistant are:

1. Assistance to training and learning activities:
   a. Assist in making arrangements for training courses (online and face-to-face), workshops, learning events, roundtables and meetings, including the issuance of invitations, preparation of attendance lists and agenda, correspondence with participants and any follow-up action;
b. Provide general support services at workshops, training courses (online and face-to-face) and meetings, including assisting in the preparation of background material and documentation, registration and communication with participants before, during and after (where needed) the activities, booking of hotel, printing of training materials, rental and setting-up of training rooms and technical equipment, consolidation of post-training evaluation, etc.;

c. Screening, registering and routing incoming mail (including sustainable-development group email) and ensuring follow-up action on pending issues according to deadlines and priorities relating to courses;

d. Coordinate and assist in coffee-breaks preparations; liaise with internal services for security and IT; arrange transportation service and hospitality arrangements;

e. Assist in liaising with vendors and service providers, including searching and negotiating best rates with hotels, restaurants, catering, suppliers, transportation companies, etc.;

f. Assist in arranging travel for UNSSC staff, consultants and workshop participants and other related actions, ensuring that visas, daily subsistence allowance (DSA), medical and security clearance are obtained on time;

g. Assist in the preparation of workshop budget, forecasts and financial follow-up of training activities;

h. Assist in procurement and recruitment processes for respective training and courses, where needed;

i. Inform and remind responsible staff of follow-up dates and deadlines for responses or specific actions; compiles, formats, and distributes documents.

j. Assist UNSSC Staff in organizing official missions;

k. Input, maintain, and update course-related data in the Learning Management System (LMS) and customer relationship management (CRM) system;

l. Provide support to the delivery of online learning events on platforms (e.g. Zoom) and assist with creating learning materials using online learning tools (e.g. Mural, Padlet, etc.)

m. Support cross-team collaboration by providing direct support to organizing and delivering courses/knowledge management events for other teams;

n. Serve as a liaison officer with focal points of the client agencies for respective training.

2. Support UNSSC information management tools:

a. Analyze and file electronically all incoming correspondences; maintain the office filing system for the training activities and ad-hoc projects in both hard copies and electronically;

b. Keep track of consultants, contracts, payments and assist in the preparation of related documents;

c. Receive, record and identify the subject-matter of incoming correspondences, attaching background materials, and taking action on routing the correspondences;

d. Note correspondence, memoranda, briefs and facsimile;

e. Keep the calendar of activities updated;

f. Operate surveys for pre-workshop Learning Needs Assessment (LNA) and post-workshop evaluations;

g. Organize phone and video conferences as requested;

h. Perform other duties, upon request and as assigned.

3. Perform any other job-related activity required.

Core Values:
- Integrity
- Professionalism
- Respect for Diversity

Core Competencies:
- Communication
- Teamwork
- Planning & Organizing
- Accountability
- Client Orientation
• Technological Awareness
• Commitment to continuous learning

Education

High School Diploma.

Work Experience

• At least four (4) years relevant experience working in an office support function, preferably as a Programme Assistant;
• Experience in the logistical support to face-to-face and online meetings and workshops and/or training events highly desirable;
• Experience in an international environment is an asset;
• Experience with any Enterprise resource-planning tool (ERP) and Customer Relationship Management System (CRM) is an asset.

Languages and other skills:

• Proficient in written and spoken English
• Knowledge of German 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
• a motivation letter elaborating in a concise style why you consider yourself qualified for this position

Late submission of application and/or incomplete application will not be considered.

Date of issuance: 22 January 2021