



Vacancy No.: VA/UNSSC/005/2021

Post Title and Level: Associate Learning Officer (P2)

Organizational Unit: UNSSC Knowledge Centre for Leadership and Management

Duty Station: Turin, Italy

Duration: 12 months (Temporary Appointment)

Deadline for applications: 13 June 2021

UNSSC provides a work environment that reflects the core values: integrity, professionalism and respect for diversity. UNSSC is committed to ensure a work force with balance in gender and geographical distribution. Equally qualified women candidates and candidates from developing countries will be favourably considered.

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The United Nations System Staff College (UNSSC) is the primary provider of inter-agency training and learning for 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

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Organizational context:

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UNSSC's Knowledge Centre for Leadership and Management (KCLM) is composed by a multidisciplinary team of highly committed learning and change management professionals seeking to enable UN organizations to define and embrace a new management and leadership culture. To achieve this KCLM pursues strategic partnerships and provides UN staff with unique knowledge pieces, advisory services, and world-class blended learning opportunities in core professional competencies, management, leadership, organizational development, and innovation skills aligned with and building on the UN System Leadership Framework approved by the UN System Chief Executives Board (CEB) for Coordination.

Terms of reference

Under the supervision of a Learning Portfolio Manager in the UNSSC Knowledge Centre for Leadership and Management, the Associate Learning Officer will perform the following duties:

E-learning Ecosystem Management:

- Support development, implementation and testing of functionality for UNSSC Learning Management Systems (LMS).
- Support the design and implementation of custom LMS tenancies for UNSSC internal and external clients.
- Compile data and metrics as required, to contribute to monitoring platform performance and evaluating learning analytics.
- Provide technical expertise to improve learning workflows and internal processes related to leveraging and deploying new enhanced learning technologies within UNSSC IT infrastructure.
- Act as internal focal point to guide usage of dynamics rules and reporting tools.
- Compile and analyse user experience feedback and contribute ideas for the continued improvement of UNSSC e-learning ecosystem.
- Support coordination activities in relation to content development, design of learning pathways and evaluation processes for UNSSC LMS platforms as required.
- Carries out basic research on selected aspects of learning programmes, delivery methods and other aspects connected to learning processes and activities, to include collecting, analysing and presenting statistical data and other information gathered from diverse sources.
- Contribute to webinar preparation, facilitation and delivery as required.
- Keep updated with the latest trends in technology-enhanced learning and learning experience design.

Instructional Design:

- Works with key clients, partners and resource persons to facilitate the development, implementation and evaluation of assigned learning programmes and knowledge management projects; assists in the development and distribution through web-based learning environments of learning and reference material; monitors and analyses specific aspects of programme/project development and implementation; reviews relevant documents and reports; identifies problems and issues to be addressed and recommends corrective actions; liaises with relevant parties; identifies and tracks follow-up actions.
- Ensures quality and accuracy of e-learning/online courses by reviewing the self-paced modules, course websites, documents, and learning management portals for pedagogical quality and effectiveness.
- Using appropriate e-learning authoring tools, such as Articulate products, audio and video editing software, update self-paced courses, modify, and design or redesign as needed.
- Provides 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.
- Provides administrative and substantive support to consultative and other meetings, conferences, etc., to include proposing agenda topics, identifying and proposed participants, preparation of background documents and presentations, handling logistics, etc.
- Undertakes outreach, marketing and communications activities; participates in the development of communications and marketing pieces, etc.; participates in and makes presentations on assigned topics/activities.

Perform other related duties, as assigned.

Competencies:

Professionalism: Solid understanding and experience in learning design and technology-enhanced learning; solid knowledge and experience in instructional design and e-learning content development; proven experience in learning ecosystem design. Demonstrated professional competence and mastery of subject matter.

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.

Technological Awareness: Solid knowledge and experience of learning management systems and content authoring software. Understanding of applicability and limitation of technology to the work of the office and experience on the application of technology to support learning and training intervention. Experience in LMS system administration and online meeting and web conferencing tools (e.g. Zoom, WebEx) is an asset.

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.

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 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.

Education

Advanced University degree in adult learning, instructional design, educational technologies and related social sciences.

Experience

At least 2 year of working experience in LMS setup and administration as well as e-learning instructional design and development. Solid knowledge and experience of e-learning authoring software (e.g. Articulate Storyline, Adobe Captivate, etc.), content management and curation. Previous working experience in the UN System is an asset.

Languages

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

Date of issuance: 14 May 2021