



Vacancy No.: VA/UNSSC/006/2021

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 of 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 (KCLM), and with a focus on Executive Management Programmes (EMP), the Associate Learning Officer will perform the following duties:

- Working with key clients, partners and Resource Persons to contribute to learning programme design, development, coordination and evaluation functions, including:
 - Contributing to programme mapping, scoping, and curriculum development emphasising good practice for pedagogical quality, relevance, and effectiveness;
 - Contributing to the design, analysis and reporting of needs assessments, as well as learning and impact evaluations;
 - Providing input to the development of long-, mid-, and short-term programmatic and learning objectives;
 - Ensuring quality and accuracy of selected learning programmes by reviewing modules, and related reference material;
 - Engaging with potential and current Resource Persons to expand and ensure diversity/quality of training rosters;
 - Coordinating Cohorts/Editions between a range of EMP with a particular focus on alignment of Resource Persons; Faculty; and timelines;
 - Providing input to budgeting processes;
 - Undertaking outreach, marketing and communications activities; participating in the development of communications and marketing pieces, etc.;
 - Participating in and making presentations on assigned topics/activities;
 - Drafting training proposals and concept papers (based on the requests and needs from clients and partners, as well as based on proactive research);
 - Participating in field missions, including provision of substantive and administrative support, data collection, etc.
 - Keeping current with trends, best practices, new technologies, and emerging innovations in training and talent development, and recommending scoped, relevant actions.
- Contributing to the synchronous and asynchronous delivery of EMP and other selected learning programmes, through:
 - Preparation, coordination, facilitation and delivery of learning sessions and knowledge processes in the framework of workshops, online learning activities, webinars, self-paced modules, retreats and other formal and informal learning processes and events as required;
 - Coordination of, and input to user experience (UX) through:
 - Learning Platforms (e.g. Moodle);
 - Webinar Tools (e.g. Zoom/Webex etc.);
 - Other Digital Learning Tools (e.g. Articulate/Rise 360/Mural/ Mentimeter, etc.)
 - Assisting in the design, development and distribution of selected learning and reference material;
 - Monitoring and analysing specific aspects of programme/project development and implementation;
 - Providing administrative and substantive support to consultative and other meetings, conferences, etc., including proposing agenda topics, identifying and proposing participants, preparation of background documents and presentations, handling logistics, etc.
- Contributing to Knowledge Management processes for internal and external use, including:
 - Partaking in Communities of Practice, both at the College as a whole and KCLM itself, to guide collaborations and alignment across teams on learning experiences;
 - Compiling and analysing UX feedback and contributing ideas for the continued improvement of selected learning programmes;

- Partaking in the development and maintenance of standardised guidebooks/job aids/promotional pieces on process; good practice; and lessons learned.

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 years of working experience in adult learning and client support and engagement; experience in LMS setup and administration. Solid knowledge and experience of learning design (online, face-to-face, and blended; 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