



Vacancy No.: VA/UNSSC/011/2019

Post Title and Level: Programme Assistant (G4)

Organizational Unit: 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: 01 January 2020

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.

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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.

Terms of reference

The incumbent will serve as a Programme Assistant to the UNSSC Knowledge Centre for Leadership and Management based in Turin, Italy.

The specific tasks of the Programme Assistant are to:

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 issuance of invitations, administration of requests for registration into courses, 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 Leadership and Management group email) and ensuring follow-up action on pending issues according to deadlines and priorities relating to trainings courses;
- d. Coordinate and assist 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, 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 for respective trainings, courses, where needed;
- i. Inform and remind responsible staff of follow-up dates and deadlines for response or specific actions; compile, format and distributes documents.
- j. Assist UNSSC Staff in organizing official missions;
- k. Input, maintain and update activities related data in UNSSC learning platforms, Customer Relationship Management (CRM) system and related databases;
- l. Facilitate cross-team collaboration by providing direct support to organizing and delivering courses/knowledge management events for other teams;
- m. Serve as liaison with focal points of the client agencies for respective trainings.
- n. Ensure compliance with relevant administrative rules and procedures, advising project team members on due administrative processes as required, and liaise with the appropriate focal points in Operations for timely and effective internal coordination of administrative support services.

2. Support UNSSC information management tools:

- a. Analyse and file electronically all incoming correspondence; contribute to maintaining the team's filing system for training activities and ad-hoc projects in both hard copies and electronically as required;
- a. Keep track of consultants, contracts, payments and assist in the preparation of related documents;
- b. Receive, record and identify subject matter of incoming correspondence, attaching background materials, taking action on routing correspondence;
- c. Note correspondence, memoranda, briefs and facsimile;
- d. Keep the calendar of activities updated;
- e. Operate survey software for pre and post-workshop Learning Needs Assessment (LNA) as required;
- f. Organize phone and video conferences as requested;
- g. 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 Programme Assistant;
- Experience in the logistical support to 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) is an asset.

Languages and other skills:

- Proficient in written and spoken English.
- Knowledge of Italian is an asset
- Ability to work in a multicultural team environment and to work under pressure;
- Capacity to plan, implement and monitor the entire menu of support services to learning events;
- Good knowledge of office technology such as MS Office package and e-mail application.

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

The application should be submitted preferably by e-mail to recruitment@unssc.org with a subject title of "Application for Programme Assistant: VA/UNSSC/011/2019".

If electronic submission is not possible, hard copy can be mailed or faxed to:

UNSSC Operations
United Nations System Staff College
Viale Maestri del Lavoro, 10
10127 Turin, Italy
Fax: (+39) 011 65 35 902

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

Due to the volume of applications received, receipt of applications cannot be acknowledged individually. Only those candidates who are successful at the application pre-screening stage will be contacted shortly after the application deadline.

Date of issuance: 02 December 2019