



## **Terms of reference**

Reporting to the Senior Manager, Knowledge Centre for Leadership and Management and within delegated authority, the Programme Assistant for Executive Coaching Services will provide programme support to the team in the following areas:

- **Focal point for executive coaching services**

Specific duties include:

- Acting as internal focal point to administer the pool of executive coaches for KCLM activities, including making recommendations on specific coaching assignments to participants in UNSSC courses and activities to ensure effective, even and efficient use of the pool.
- Coordinating with UNSSC Operations the various administrative steps required to advertise coaching opportunities, review applications, engage and pay consultants as required.
- Monitoring the health of the coaching pool, workload distribution and quality of service, producing relevant reports and making recommendations to management as required.
- Responding to and administering requests for enrolment in add-on executive coaching services for UNSSC alumni, as required.
- Providing information on the scope and conditions under which UNSSC offers access to executive coaching services and complementary assessment tools to internal and external clients, including course participants, as required.
- Administering access to pre-determined assessment tools as required.

- **Administrative and logistic coordination of KCLM learning programmes**

Specific duties include liaising with internal and external organizational units to initiate requests, obtain necessary clearances, process and follow-up on administrative actions for:

- recruitment and appointment of consultants
- travel arrangements
- identification of training venues
- authorization of payments
- disbursement of funds
- procurement of training services

- **Maintenance of business data repositories**

Specific duties include:

- Compiling, summarizing and entering course information and data on activity completion and evaluation into UNSSC databases (CRM etc.)
- Processing enrolment requests and producing relevant reports and administrative information as required, using the designated CRM and enterprise resource planning systems.
- Generating and drafting progress and evaluation reports as required
- Identifying shortfalls in delivery, issues in training activity evaluations and presenting them to the attention of management.
- Ensuring relevant institutional partners and contacts for KCLM activities are properly identified and associated in UNSSC databases (ie. CRM, Atlas) for future reference.

- **Drafting and review of documents and correspondence**

Specific duties include:

- Preparing logistical notes and reviewing a wide range of administrative documents, including information pieces to be disseminated through email and web environments to UNSSC clients and learners in relation to assigned KCLM activities; thus ensuring completeness and compliance with relevant rules and procedures prior to submission for final approval and signature
- Identifying inconsistencies, compiling input, introducing corrections as required and distributing documents to relevant parties upon approval
- Drafting activity budgets in Open ERP as required
- Drafting correspondence on contracting, partnerships, collaboration agreements and training-related issues

- Preparing and updating periodic reports, briefing notes, logistical notes, graphic and statistical summaries, financial summaries etc.
- **Providing support to face-to-face and online training activities**
  - Providing administrative and logistical support services on-site during residential courses, including room set-up and preparation of physical learning spaces, coordinating with internal and external providers as required.
  - Administering webinars as required, including: conducting test-runs with speakers; uploading session content and resources; communicating log-in processes to participants; delivering introductory sessions and providing technical support during webinar delivery to speakers and participants, including distribution of webinar recordings, surveys and relevant documents through Moodle and other relevant means.

### **Results Expected**

Provide reliable administrative and programme support services. Process work and requisite follow-up with minimal supervision, seeking advice from and/or reporting to supervisor as needed. Ensure the accuracy and completeness of documentation submitted to management. Accurately prepare reports. Consistently apply appropriate policies, rules, guidelines, procedures and practices. Liaise and interact effectively and in a timely manner with colleagues and concerned parties internally and externally.

### **Core Values**

- Integrity
- Professionalism
- Respect for Diversity

### **Core Competencies:**

#### **Professionalism:**

In-depth knowledge of programme procedures and practices and ability to apply them in an organizational setting. Demonstrates use of initiative and makes appropriate linkages in work requirements and anticipates next steps. 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:**

Gains trust of peers, partners, clients by presenting complex concepts in practical terms to others. 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 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.

**Technological Awareness:**

Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

**Education**

Completion of secondary education /high school.

**Work Experience**

This position requires:

- At least 5 years of work experience in programme or project administration, technical cooperation or related area. Experience in an international environment, especially a working environment similar to UNSSC, is an asset;
- Proven experience in the administration of requirements for coaching services and coordination of pools of coaches. Academic and/or professional certification in coaching will be an advantage.
- At least 2 years of work experience in the administration of common psychometric, performance and personality assessment tools, such as 360-degrees performance assessments, DISC, OPQ, NBI, NBTI, Belbin profiles, etc. Professional certification in the administration and interpretation of these tools will be an advantage.
- User-level experience across various common web-based corporate management environments, including: Enterprise Resource Planning (ERP) systems such as Open-ERP and Atlas, Customer Relationship Management (CRM) platforms such as Salesforce, and Moodle Learning Management System (LMS).
- Ability to use WebEx.

## **Languages**

- English is the official working language of the UNSSC. For the post advertised, fluency in oral and written English and French is required. Fluency in other official UN languages is an asset. Being able to communicate orally in Italian is an advantage.

## **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](mailto:recruitment@unssc.org) with a subject title of "Application for Programme Assistant: VA/UNSSC/009/2019".

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.

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