



JOB PROFILE

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| Functional title and grade: | Junior Professional Officer (JPO), L2 |
| Organizational unit: | Division of Learning and Development Services |
| | Directorate of Corporate Services and Operations (COR) |
| Duty station: | Vienna, Austria |
| Supervisor's Title and Grade: | Learning and Development Officer, P4 |
| Position No.: | N/A |

I. Organizational Context

UNIDO (United Nations Industrial Development Organization) is the specialized agency of the United Nations that promotes industrial development for poverty reduction, inclusive globalization, and environmental sustainability. The mission of the United Nations Industrial Development Organization (UNIDO), as described in the *Lima Declaration* adopted at the fifteenth session of the UNIDO General Conference in 2013, is to promote and accelerate inclusive and sustainable industrial development (ISID) in Member States. The relevance of ISID as an integrated approach to all three pillars of sustainable development is recognized by the 2030 Agenda for Sustainable Development and the related Sustainable Development Goals (SDGs), which will frame United Nations and country efforts towards sustainable development in the next fifteen years. UNIDO's mandate is fully recognized in SDG-9, which calls to "Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation". The relevance of ISID, however, applies in greater or lesser extent to all SDGs. Accordingly, the Organization's programmatic focus is structured in four strategic priorities: Creating shared prosperity; Advancing economic competitiveness; Safeguarding the environment; and Strengthening knowledge and institutions.

Each of these programmatic fields of activity contains several individual programmes, which are implemented holistically to achieve effective outcomes and impacts through UNIDO's four enabling functions: (i) technical cooperation; (ii) analytical and research functions and policy advisory services; (iii) normative functions and standards and quality-related activities; and (iv) convening and partnerships for knowledge transfer, networking, and industrial cooperation. Such core functions are carried out in Departments/Offices in its Headquarters, Regional Offices/Hubs, and Country Offices.

The Learning and Development Services (COR/LED), in the Directorate of Corporate Services and Operations (COR), promotes and implements strategic organizational policies to improve personnel planning, acquisition, skills development, engagement, and motivation. It focuses on helping UNIDO personnel develop and grow professionally through continued learning and keep them engaged and motivated throughout the employment cycle to contribute their best. It is also responsible for advancing the state-of-the-art learning environment and the retention of skillsets and knowledge, required for delivering the Organization's mandate, particularly in areas such as technical expertise, teamwork, effective communication, and service orientation. In this respect, the services cover staff members, Individual Service Agreement (ISA) holders and other personnel.

The Junior Professional Officer (JPO) assignment will be task-driven, under the overall guidance of the Learning and Development Officer. The work plan will be prepared jointly by the supervisor and the JPO and updated periodically. Guidance is provided in regular meetings (Team and 1:1 Meetings).

The UNIDO Staff Performance Management System reinforces collaboration within formal units and among cross-functional teams. In this context, the incumbent collaborates with their supervisor and colleagues within and outside the unit. Within the formal teams, the incumbent may be expected to backstop other team members as required.

Staff members are subject to the authority of the Director General and in this context all staff are expected to serve in any assignment and duty station as determined by the needs of the Organization.

II. Main Responsibilities

Specifically, the Junior Professional Officer will be expected to assist with the following areas:

Conceptualization and Analytical work

- Contribute to the development of an organizational learning and development programme
- Contribute to undertaking a skills inventory and needs forecasting
- Work closely with process owners to prepare relevant training material
- Contribute to the review of processes and workflows for the purpose of improving the processes in the interest of serving the clients.
- Research new products, services and methodologies in workplace learning and present this research.

Operational and implementation

- Identify training and development needs through designing surveys, conducting focus groups and regular consultation with process owners
- Design training programmes based on organizational needs
- Plan and assess the 'return on investment' of any training programme
- Develop an effective modular onboarding programme for new members of the workforce
- Contribute to the development of an effective evaluation scheme for training programmes
- Research potential training providers and collaborate with procurement for the creation of long-term-agreements (LTAs)
- Amend and revise training programmes as necessary

Other areas:

- The JPO will be exposed to continuous learning, including through participation in workshops and activities
- Work jointly with other colleagues in the Division, as well as in other teams.
- Keep up to date with developments in training by reading relevant journals, attending meetings and relevant courses.
- As required, assist the Division in any other related tasks.

III. Core Values and Competencies

Core Values

WE LIVE AND ACT WITH INTEGRITY: work honestly, openly and impartially.

WE SHOW PROFESSIONALISM: work hard and competently in a committed and responsible manner.

WE RESPECT DIVERSITY: work together effectively, respectfully and inclusively, regardless of our differences in culture and perspective.

Key Competencies

WE FOCUS ON PEOPLE: cooperate to fully reach our potential –and this is true for our colleagues as well as our clients. Emotional intelligence and receptiveness are vital parts of our UNIDO identity.

WE FOCUS ON RESULTS AND RESPONSIBILITIES: focus on planning, organizing and managing our work effectively and efficiently. We are responsible and accountable for achieving our results and meeting our performance standards. This accountability does not end with our colleagues and supervisors, but we also owe it to those we serve and who have trusted us to contribute to a better, safer and healthier world.

WE COMMUNICATE AND EARN TRUST: communicate effectively with one another and build an environment of trust where we can all excel in our work.

WE THINK OUTSIDE THE BOX AND INNOVATE: To stay relevant, we continuously improve, support innovation, share our knowledge and skills, and learn from one another.

IV. Minimum Organizational Requirements

Education:

Advanced university degree in Learning and Development, Human Resources, Organizational Psychology, Business Administration, Social Sciences, Communications, Knowledge Management or another equivalent discipline **is required**.

Experience:

A minimum of three (3) years practical experience in business/public administration, organizational management, training, or human resources **is required**. Experience in Instructional Design **is desirable**. Experience in producing multi-media materials and e-learning content **is desirable**. Experience at the proficiency level with MS office is **required**.

Language Skills:

Fluency in written and spoken English **is required**. Fluency and/or working knowledge of another official UN language is **desirable**.

LEARNING ELEMENTS

At the completion of the assignment, the incumbent should be able to:

- Become acquainted with the developments in the relevant field of specialization of the Division
- Gain experience in practices of the field of Learning and Development,
- On the job training: participation in every phase of the work of the Division
- Gain experience in working effectively in a diverse and multi-cultural environment.