

Job Description Form

Classification Date: December 2020

1. Job Type

2. Job Information

Title **Functional Group - Level 1** **Grade** **Functional Group - Level 2** **Job Code** **Functional Group - Level 3** **CCOG Code** **Functional Clearance Required** **FOR EXPERT POSITIONS ONLY****Position Number** **Location** **Supervisor Position Number** **Supervisor's Title** **Supervisor Grade**

3. Organizational Setting and Work Relationships

As part of UNHCR's people and talent management, the role of the job is to enable on-the-job and peer-to-peer learning, and to develop and deliver customized learning solutions for colleagues in critical role pools, Bureaux, managers and leaders in order to improve performance and contribute to career pathways. In doing so the Associate Learning Development Officer contributes towards building a positive UNHCR learning culture.

The incumbent also supervises staff and supports the submission for the budget and activities under her/his responsibility. The incumbent will take decisions regarding expenditure of funds in the designated field and is tasked with establishing and maintaining efficient administrative control mechanisms to ensure compliance with UNHCR financial, administrative, and staff rules and regulations.

The post requires the incumbent to work both internally with the Divisions and Bureaux and in coordination with regional and field offices and external partners concerning capacity building and awareness raising activities to ensure appropriate cross-linkages of all UNHCR learning and development programmes with functional and management/leadership component.

S/he will work with external service providers – consultants, e-learning developers, printing and production companies etc. and be responsible for preparing requests for proposals for acquiring goods and services.

The incumbent establishes strong linkages with subject matter experts from other UN agencies and non-governmental agencies as necessary on various issues with regards to the development of learning programmes and the provision of learning on specific issues.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

4. Duties

- Coordinate and implement learning activities in collaboration with the respective counterparts and stakeholders.

- Lead and coordinate ongoing development and implementation of learning activities in AoR including distance learning, e-learning, coaching, mentoring, workshop and other approaches (70-20-10), which includes learning programme design, content and structure, delivery methods, selection of participants, leading workshops, and facilitation of sessions.
- Be responsible for procurement of vendors, consultants and contractors through the respective processes in AoR, drawing up ToRs, leading RFPs, etc.
- Liaise with training providers on learning methodologies and approaches contribute to the planning, design, testing and monitoring effectiveness of corporate and regional learning tools, products, programmes and systems.
- Participate in the development of policies and procedures in the AoR.
- Maintain regular contacts with Learning Development personnel, regional training officers, Chiefs of Section/Units and Field Representatives, functional teams and groups in UNHCR in order to discuss performance gaps/learning needs, the design of learning strategies and participation of learners especially with a view to operational and management needs of the Organisation.
- Provide support for coordination and enhancement of impact of learning activities of area of responsibility, assisting in the analysis of impact of training/learning activities.
- Facilitate and co-facilitate as required.
- Advise on improving linkages between learning and performance support systems at UNHCR.
- Share responsibility for the analysis of learning needs in the Organisation based on an understanding and anticipation of present and future client needs, challenges, trends and strategies and subsequent development of appropriate learning responses.
- Suggest methodologies for a given learning activity as appropriate, given its learning objectives, subject matter, overall number of target participants, and other critical factors.
- Lead or support the assessment of specific learning activities and support the management assessment activities.
- Participate in the preparation of regular and ad hoc reports and compilation of statistics.
- Provide guidance on developing written materials, guides, job aides, etc. to be used for training/learning/staff development purposes.
- Participate in the preparation of budgetary and programme submissions.
- Manage budgets in area of responsibility and establish and maintain efficient administrative control mechanisms ensuring compliance with UNHCR financial, administrative, and staff rules and regulations.
- Supervise staff / consultants / interns as required and applicable.
- Perform other related duties as required.

5. Minimum Qualifications

Education & Professional Work Experience

Years of Experience / Degree Level

For P2/NOB - 3 years relevant experience with Undergraduate degree; or 2 years relevant experience with Graduate degree; or 1 year relevant experience with Doctorate degree

Field(s) of Education

*Administration;
Communication;
Human Rights;
International Law;
Management;
Politics;*

*Adult Education;
Project Management;
Information Management;
Journalism;
Organizational Development;
or other relevant field.*

*Business Administration;
Human Resources;
International Development;
Logistics;
Social Work;*

(Field(s) of Education marked with an asterisk* are essential)

Certificates and/or Licenses

HCR Facilitation of Lrng Prg;

(Certificates and Licenses marked with an asterisk* are essential)

Relevant Job Experience

Essential

Relevant professional experience preferably related to administration, pedagogical activities and/or provision of learning. Experience in design, development, delivery and evaluation of learning activities either inside or outside UNHCR.

Desirable

Facilitation skills or certification highly desirable. Additional coursework in adult education, training (external coursework/certification or internal coursework, such as completion of the Trainer and Facilitator Development Programme highly desirable. Additional coursework or certification in project management, organizational psychology or development, or human resources management or related field such as organizational development would be a strong asset. Knowledge and experience of UNHCR's operations, procedures and issues regarding UNHCR persons of concern.

Functional Skills

TR-Adult Education/Training

TR-Training and Capacity Building of Governments/Implementing Partners/Refugees

TR-Training Design/Material Preparation

TR-Experience with local partners that provide formal & informal trainings

TR-Assessment of Learning Needs

TR-Organize Learning Activities

TR-UNHCR Learning Policy and Guidelines

TR-Distance Learning/e-Learning/Blended Learning/Enhanced Technology Solutions

TR-Instructional Design and Adult Learning Theories

TR-Design, development and evaluation of learning activities

**CO-Cross-cultural communication*

**MS-Drafting, Documentation, Data Presentation*

**TR-Training/Coaching/Facilitation*

**MG-People Management*

(Functional Skills marked with an asterisk* are essential)

Language Requirements

*For International Professional and Field Service jobs: **Knowledge of English and UN working language of the duty station if not English.***

*For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.***

*For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.***

6. Competency Requirements

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

Core Competencies

Accountability

Communication

Organizational Awareness

Teamwork & Collaboration

Commitment to Continuous Learning

Client & Result Orientation

Managerial Competencies

Empowering and Building Trust

Managing Resources

Cross-Functional Competencies

Analytical Thinking

Planning and Organizing

Innovation and Creativity

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.