

Posting Title : Training Assistant, G5
Job Code Title : Training Assistant
Department/ Office : Department of Operational Support
Location : ENTEBBE
Posting Period : 17 January 2022-15 February 2022
Job Opening number : 22-HRE-DOS-172234-R-ENTEBBE (M)
Staffing Exercise : N/A

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Org. Setting and Reporting

The Department of Operational Support (DOS) was established to provide end-to-end operational support, advisory services and other solutions to operating entities across the Secretariat, including departments, offices away from headquarters, peace operations, and regional commissions.

The Regional Service Centre in Entebbe, Uganda (RSCE), was established in July 2010, following the adoption of General Assembly resolution 64/269. The Centre provides efficient, client-oriented and scalable services with the goal of moving transactional, non-location-dependent administrative functions to the Centre from its client entities. This includes transactional elements of human resources, finance, multimodal movement and control, personnel and cargo transport and information and communications technology (ICT) support.

In addition to these services, the Office of the Director RSCE and support offices through the Deputy Director RSCE provides overall guidance on the operations of the RSCE including strategic planning, communication, budgeting, human resources management, property management, quality assurance and business intelligence, conference services, record keeping and archive management, and audit response and risk management.

For more information, please visit <https://rsce.unmissions.org>.

This position is located in the Regional Training and Conference Centre (RTCC) of the RSCE. The Training Assistant at this level reports to the Chief of Unit/Section.

Responsibilities

Within delegated authority, the Training Assistant will carry out the following duties:

- Coordinate and organize all logistical aspects of various training delivered by trainers, consultants or external training providers.
- Assist in the annual training needs assessment of Clients; liaise with participants, training providers, external partners and Training focal points throughout the organization; make travel arrangements; preparing training material; providing on-site support.
- Draft Terms of Reference; raise purchase requisitions; consolidate training feedback; ensure correctness of invoices.
- Monitor and review budget and expenditure reports for various training events; liaise with various counterparts on purchase requisitions, invoices and reclassifications; advise on the most cost-effective options for running training courses.
- Provide logistical and administrative support in the organization of conferences.
- Act as a backup for other General Service staff in the Training section; provide input to/ editing and proofreading of documents.
- Contribute to the development, delivery and evaluation of training and development programmes for RSCE Client Missions. These programmes encompass a range of activities including inter alia, technical and substantive training, safety and security, induction training, leadership and management, communication skills and planning.
- Support the designing of specific training programmes to meet unique mission operational requirements and staff development needs as well as systems or methods to disseminate information to mission staff on training and development opportunities. Provide administrative and logistical support to the planning and delivery of a variety of training and learning activities through learning management systems and/or automated applications. Advise staff members on the availability of learning activities and procedures at the RSCE.
- Collect, collate and maintain statistical data on training activities particularly through automated systems and applications.
- Undertake research on a range of training related issues and assist in the monitoring of training and preparation of notes/ reports. Liaise with military and UN police training officers in the Client Mission to ensure that integrated training is developed and delivered to meet cross-cutting needs. Prepare written responses to queries concerning training related matters.
- Perform other duties as and when required by the Supervisor.

Competencies

Professionalism – 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 - 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.

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.

Education

High school diploma or equivalent is required. Technical training in the design and delivery of training to adults and the design and provision of adult learning opportunities is desirable.

Job Specific Qualifications

Work Experience

A minimum of five (5) years of progressively responsible experience in the field of design, delivery and/ or evaluation of training courses or in related areas such as training needs assessment and planning of training programmes is required.

Experience working in a United Nations common system field operation (inclusive of peacekeeping, political missions and UN agencies, funds and programmes) – or similar international organization or non-governmental organization - in a conflict or post-conflict setting is desirable.

Experience in delivering training for adults is desirable.

Experience working in a multicultural and/or international work environment is desirable.

Experience in a shared service center is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For the advertised post, fluency in English is required. Knowledge of another UN official language is desirable.

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

Special Notice

This post is funded for an initial period of one year and may be subject to extension.

This position is subject to local recruitment pursuant to staff rule 4.4 of the United Nations Staff Rules. All staff in the General Service and related categories shall be recruited in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may have been in the country. A staff member subject to local recruitment shall not be eligible for the allowances or benefits exclusively applicable to international recruitment.

Passing the Global General Service Test (GGST) is a prerequisite for recruitment consideration in the General Services and related categories in the United Nations Secretariat. Applicants who have not passed the GGST at the time of application may be invited for the test after submitting an application. Having passed the Administrative Support Assessment Test [in English] at the United Nations headquarters, Economic Commission for Africa, Economic and Social Commission for Western Asia, United Nations Office at Geneva, United Nations Office at Vienna, International criminal tribunal for Rwanda or International Criminal Tribunal for the former Yugoslavia may be accepted in lieu of the GGST.

The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position.

Staff Members are subject to the authority of the Secretary-General and to assignment by him or her. In this context, all Staff are expected to move periodically to new functions in their careers in accordance with established rules and procedures.

United Nations Considerations

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.

The paramount consideration in the appointment, transfer, or promotion of staff shall be the necessity of securing the highest standards of efficiency, competence, and integrity. By accepting an offer of appointment, United Nations staff members are subject to the authority of the Secretary-General and assignment by him or her to any activities or offices of the United Nations in accordance with staff regulation 1.2 (c). In this context, all internationally recruited staff members shall be required to move periodically to discharge new functions within or across duty stations under conditions established by the Secretary-General.

Applicants are urged to follow carefully all instructions available in the online recruitment platform, *inspira*. For more detailed guidance, applicants may refer to the Manual for the Applicant, which can be accessed by clicking on "Manuals" hyper-link on the upper right side of the *inspira* account-holder homepage.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in *inspira* to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.