

Managing Performance – Promoting a culture of regular and systematic performance management,

Judgment and Decision Making – Showing ability for taking sound and balanced decisions

Strategic Planning and Vision – Demonstrating the ability to understand the broader UNHCR picture, developing and communicating a clear strategic direction, taking into account the needs of persons of concern and the interests of the organisations as a whole.

Cross Functional Competencies:

Analytical Thinking: Identifies, defines and analyses information situations and problems, arriving at viable solutions through a variety of approaches;

Innovation and Creativity - Challenging established methods and generating / enabling new, innovative solutions, promoting brainstorming and fostering creativity;

Policy Development and Research.- Demonstrating the ability to undertake broad-ranging analytical studies to contribute to the formulation of policies, rules and regulations which have an impact on staff, persons of concern and partners. Develops policy proposals which address research findings in a consistent and pragmatic manner.

Languages

- Fluency in English with proficiency in a second UN working language an advantage

Other Desirable Skills

Experience with competency-based performance management as well as performance support systems would be an asset.

- Experience within UNHCR or other UN agency a definite advantage.
- Experience in education in a developing-world context a plus.
- Facilitator accreditation advantageous

How to apply

Only Short-listed candidates will be contacted. Please note that applications received after the deadline will not be accepted.

All applicants are requested to email the following documents to HQPE14@unhcr.org

1. Cover letter, explaining why you consider yourself qualified and motivated for this particular position
2. Completed CV
3. As part of the selection process, candidates may be asked to submit a written assessment.

Please state your full name and the UNHCR vacancy notice number (#4208) as the subject in your e-mail application.

Please send one email application for every vacancy announcement.

S/he is supervised by the Sr. Learning Solutions Officer, who will provide overall directive and guidance in connection with the work of the GLC.

Duties and Responsibilities:

1. Acts as an **internal consultant** to GLC staff and other training providers as needed. Provides support and guidance principally on learning evaluation and assessment, but may also advise on needs assessment, analysis, learning methodologies and approaches, development and delivery of learning activities, as well as assisting in the planning, administration and reporting on related training activities.
2. Drafts and recommends evaluation and assessment **policy, procedures and tools**, for learning activity evaluation and impact assessment.
3. **Reviews proposed evaluation and impact assessment tools** within GLC learning activities, provides feedback and endorses final proposed versions of tools. Carries out research to contribute to the formulation of strategies, policies, standards procedures and guidelines in this functional area.
4. Provides **guidance and support** to learning programmes and or events such as distance learning, coaching, workshop and other approaches. This could include selection of participants, providing feedback on work submitted, leading workshops, or facilitation of sessions, etc. Proactively shares his/her extensive knowledge of Evaluation theory and its practical application as well as of underlying theory of Learning, including a broad range of learning methodologies and HR disciplines.
5. May **design, organize and facilitate** internal workshops, training courses or promotional activities for both UNHCR staff and partners.
6. Develops **written materials**, guides, job aides, manuals, etc. to be used by GLC and other training/learning staff.
7. Ensures effective **coordination of all evaluation-related activities**, jointly with DHRM staff and key stakeholders including beneficiaries. Coordinates with other sections of DHRM with regard to linkages between learning evaluation/assessment and recruitment, posting, career development, and performance management. Participates in the development of policies and procedures in these areas.
8. Participates in the preparation of **regular and ad hoc reports** and compilation of **statistics** as required. Participates in the preparation of **annual administrative and programme submissions**. Draws up and submits consultancy contracts and/or internship selection. Supervises consultants / interns as applicable.
9. Performs any other duties as required.

Competencies and Qualifications:

Education

- Advanced university degree in instructional design, assessment, adult learning or related field such as organizational development.
- 6 years of relevant experience in instructional design, adult and/or distant learning, including design, development, delivery and most importantly monitoring and evaluation of learning activities

Experience

Must have good knowledge of UNHCR's operations and refugee issues.

- Must have experience with e-learning as well as knowledge about blended learning.
- Must have consulting experience within an organizational environment
- Experience working in a cross-cultural environment
- Strong communication and drafting skills
- Proven team work competence
- Demonstrated research ability

Competencies

Managerial Competencies:

Empowering and Building Trust – creating an atmosphere of trust and confidence, putting in place the conditions needed for staff to be able to contribute their best;

UNHCR GLC: Sample Advert:

Closing date: 12 March 2009

Date of issue: 16 February 2009

Post title and level: Learning Solutions Officer, (Evaluation) P-3, Expert Post

Duty station: Budapest, Hungary

Duration: up to 6 years, with successive 2 year contracts

Vacancy Notice number: 4208

Deadline for applications: 12 March 2009

Date of entry: 1 May 2009

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

Background

In the context of professionalizing the UNHCR Staff Development function, the incumbent contributes towards shaping and promoting performance and a learning culture in UNHCR.

With the creation of UNHCR's Global Learning Centre (GLC) in Budapest, this post plays a critical role in providing expert advice, guidance, modeling, design and implementation of evaluation and assessment of learning activities. This post will provide subject-matter officers primarily based in the GLC with training, coaching and technical advising in the design, delivery and evaluation of effective evaluation and assessment models and tools, based on adult learning theory, using the widest range of effective methodologies. It is intended to set up the capacity within UNHCR to systematically integrate assessment and reporting of the impact of training activities into strategies and learning solutions.

The special focus of this post is to enhance the impact of all learning-related activities. The incumbent will guide all staff who develop and/or deliver learning on the incorporation of effective evaluation and impact assessment processes and tools to be able to document the positive value to the organization of their investment in learning activities. S/he will advise on improving linkages between learning and performance support systems at UNHCR.

The incumbent will maintain regular contacts with staff development officers, regional training officers, Chiefs of Section/Units and Field Representatives, functional teams and groups in UNHCR in order to discuss performance gaps/learning needs and the design of learning strategies with evaluation and assessment as an integral part of the learning process. S/he will confer with the Sr. Learning Solutions Officers and approve of evaluation/assessment initiatives as well as guide and model the preparation of evaluation/assessment reports and the compilation of statistics.

The incumbent will draft policy, procedures and develops tools for the systematic, creative and effective incorporation of evaluation and impact assessment into learning and on building business cases for learning initiatives.

Within this context, the incumbent will have to take decisions regarding expenditure of funds and make recommendations to Training Providers and/or Learning Coordinators on learning methodologies and approaches as well as overseeing the planning, design, testing and effectiveness of corporate and regional learning tools, products, programmes and systems.

S/he will forge contacts with external partners and key stakeholders such as other UN agencies, ICRC, NGO's, donors, academic institutions, and people of concern (refugees, IDPs); and will also consult with experts from other organisations as necessary on issues related to learning design, evaluation, assessment and the possibility of joint initiatives.

S/he may have some direct contact with external service providers – consultants, printing and production companies, and as such, will be responsible for preparing requests for proposals for goods and services. S/he may manage budgets for direct implementation and prepare submissions and related budgets for activities under his/her responsibility.