

**CAPACITY DEVELOPMENT AND TRAINING UNIT, PROGRAMME DEVELOPMENT
BRANCH, GLOBAL SOLUTIONS DIVISION**

TERMS OF REFERENCE

JUNIOR PROFESSIONAL OFFICER (JPO)

Position: Junior Professional Officer (Capacity development and digital innovation)

Section/Unit: Capacity Development and Training Unit

Location: UN-Habitat Headquarters, Nairobi, Kenya

BACKGROUND AND JUSTIFICATION

Urbanization is one of the global megatrends of our time, unstoppable and irreversible. In 30 years from now, two-thirds of the world's population is likely to live in urban areas. Ninety per cent of urban growth will occur in less developed regions, such as East Asia, South Asia and sub-Saharan Africa, at a rapid pace and in situations in which capacity and resources are most constrained and development challenges most intense. Urbanization in those parts of the world is largely unplanned, fuelling the continuous growth of informal or slum settlements. Although the world has made significant progress in reducing poverty since 2000, inequality is rising in the cities of both the developing and developed world.

Capacity building is a key means of implementation of UN-Habitat's Strategic Plan, embedded in all programmes and projects, and at the heart of the operationalization of normative guidance and tools.

Urban leaders, planners and all stakeholders shaping cities and communities need to be equipped with the right concepts, skills and tools to implement the New Urban Agenda and the urban dimension of the SDGs and tackle urban challenges in an efficient and integrated way.

Digital learning has transformed education, training and capacity building, enabling the delivery of new types of learning experiences. Online learning in particular allows anyone now with internet access to gain knowledge and skills outside of a classical classroom setting.

There is an opportunity for UN-Habitat to broaden the scope of its capacity building work, to convey key messages and inform on its mandate and services, accessing a larger audience, thereby supporting stronger outreach and programme implementation at country level. With many local government officials, students, NGO workers and others that are served by UN-Habitat's educational and training efforts currently working from home, there is a demand-driven urgency in delivering purposeful and high-quality digital learning.

UN-Habitat's Response

In UN-Habitat's Strategic Plan 2020-2023, capacity building is identified as a key enabler. UN-Habitat is mindful that innovation needs to be consistently pursued in the development and delivery of capacity building, hence the need for a strengthened approach to the development of innovative capacity building tools at UN-Habitat. In addition, the COVID-19 pandemic has accelerated the need to develop a strategic digital learning offering.

The Capacity Development and Training Unit (CDTU), is anchored in the Programme Development Branch under the Global Solutions Division at UN-Habitat Headquarters. The Branch facilitates the integration of the normative and operational work of UN-Habitat and its alignment to the UN-Habitat Strategic Plan 2020-2023 by serving as a link between the headquarters and the regional and country offices. The CDTU provides expertise and support on capacity building activities within the agency as well as to external partners. It aims to mainstream capacity development as a cross-cutting function to scale-up reach, action and impact to advance sustainable urban development. The CDTU also supports regional projects of Centres of Excellence and the coordination of UNI, UN-Habitat's global university partnership.

The CDTU is now tasked with the implementation of the UN-Habitat Capacity Building Strategy which was adopted by Member States at the October 2020 session of the Executive board. The Strategy responds to the Resolution HSP/EB.2020/13/Add.1. It highlights five key areas of action:

- A. Institutional anchoring of capacity building as a cross-cutting function;
- B. Integration into programming and quality assurance;
- C. Promotion of innovation and technologies for capacity building;
- D. Stakeholders engagement and partnerships;
- E. Financing of capacity building.

DUTIES, RESPONSIBILITIES AND EXPECTED OUTPUT

The Junior Professional Officer will support the implementation of UN-habitat Capacity Building Strategy, with a focus on the expansion of digital learning. The Officer will ensure the implementation of the digital learning strategy and the optimization of existing online platforms with regards to online capacity building tools.

Ultimately, the capacity of UN-Habitat to deliver relevant and high-quality digital learning products will lead to enhanced capacity of city stakeholders to integrate sustainability criteria in the development and design of policies in their cities; as well as enhance their capacity to follow-up and make progress in the implementation of international agreements relating to sustainable development, like the Agenda 2030 and the New Urban Agenda.

The Junior Professional Officer will:

1. Support the development of the implementation plan of the Capacity Building Strategy key objectives;
2. Support further development of the digital learning platform (Learning Management system) and New Urban Agenda Illustrated online crash course;
3. Keep track of key capacity building products offered globally to serve urban stakeholders and ensure their presentation and accessibility on the learning page of the Urban Agenda Platform;

4. Support the development of the capacity building components of UN-Habitat Flagship Programmes;
5. Support horizontal collaboration within the organization, to ensure integration of the work and needs from the Strategy Division, the Urban Practices Branch and the regional and country offices;
6. Support the process of transforming key normative tools into capacity building packages and support their digitization;
7. Identify challenges, opportunities, best practices, lessons learned from other actors and quick wins to enhance e-learning products through existing initiatives and platforms, as well as potential strategic partnerships;
8. Assess internal capacities for creating e-learning products and identify short actions and steps to be taken to build a solid e-learning offer; Recommend technical solutions and digital tools to serve the development of learning;
9. Support the expansion of the New Urban Agenda Illustrated online crash course; Support consultations with regional offices and regional economic commissions to further expand and adapt the global NUA Illustrated crash course; Recommend technical solutions and design digital solutions and tools, including structure and content; as requested and depending on available resources and time;
10. Support collaboration with universities globally to develop partnerships on university-led Massive Open Online Courses;
11. Assist in mobilizing additional resources for the expansion of UN-Habitat's capacity development work

TRAVEL

Occasional Travel to key conferences and in relation to on-going projects will be required once the UN COVID travel restrictions are gradually eased.

TRAINING AND LEARNING ELEMENTS

The incumbent will be encouraged and supported to engage in general training and learning activities both at the UN campus in Nairobi, at external training events and through electronic courses. The Human Resources Management Service of the United Nations Office at Nairobi offers a wide range of cross-cultural training workshops or language classes.

The knowledge around the scope and opportunities offered by digital technologies in the development work is rapidly evolving. The incumbent will contribute to and participate in trainings, workshops and conferences organized by or participated in by UN-Habitat exposing her/him to the cutting-edge knowledge, and will give her/him the opportunity to develop a much needed cutting-edge set of skills.

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

Education

An advanced university degree (master's degree or equivalent) in communications, information technology, computer science, information science, digital learning or any related discipline, or a first degree with the relevant combination of professional and academic qualifications.

Work Experience

The Junior Professional Officer is required to have at least 2 years of professional experience in communications, information technology, computer science, information science, digital learning or any related discipline; Demonstrated ability to take initiative and work independently with limited supervision; Experience in managing digital learning projects; Experience in managing Learning Management Systems (LMS); Experience in web development; Experience in content creation for online courses; Experience in video recording and editing; Experience with capacity building processes; Experience and knowledge of the UN system is an advantage.

Languages

English and French are the working languages of the United Nations Secretariat. For the post advertised, excellent fluency in oral and written English is essential. Knowledge of another UN official languages would be regarded as an asset.

Competencies

Professionalism: Shows pride in work and in achievements; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; shows persistence when faced with difficult problems or challenges and remains calm in stressful situations.

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 the 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.

SUPERVISION

The JPO will work under the supervision of the responsible Programme Management Officer leading on the digital strategy and the head of the Capacity Development and Training Unit (CDTU).