UN❂HABITAT
FOR A BETTER URBAN FUTURE

United Nations Human Settlements Programme
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CONSULTANT VACANCY ANNOUNCEMENT

Issued on: 26 June 2023

ORGANIZATIONAL LOCATION	World Urban Forum Coordination Office, UN-Habitat
DUTY STATION	Home based
FUNCTIONAL TITLE	Senior Digital Innovation Consultant
CONTRACT TYPE	Consultant
POST DURATION	12 Months
CLOSING DATE	03 July 2023

1. **BACKGROUND**

The United Nations Human Settlements Programme (UN-Habitat) is the agency for human settlements. It is mandated by the UN General Assembly to promote socially and environmentally sustainable towns and cities with the goal of providing adequate shelter for all. The World Urban Forum Coordination Office is located within the External Relations Strategy Knowledge and Innovation Division (ERSKI) of UN-Habitat. One of the Division's key mandates is to promote strategic alliances to support achievement of the goals of adequate shelter for all, and sustainable urbanization and human settlements development. The World Urban Forum (WUF) is UN-Habitat's key stakeholder flagship platform.

The WUF is a non-legislative technical forum convened by the UN-Habitat biannually since 2002. The forum gathers a wide range of experts from every walk of life. Participants of the forum include but are not limited to national, regional and local governments, non-governmental organizations, community based organizations, professional, research institutions and academia, professional, private sector, development finance institutions, foundations, media, United Nations organizations and other international agencies. The WUF is recognized as the foremost global arena for interaction among policymakers, local government leaders, non-governmental organizations, and expert practitioners in the field of sustainable urban development and human settlements. The WUF has been identified as a key platform to support implementation of the New Urban Agenda (NUA) adopted at the Habitat III conference. The WUF provides opportunities for stakeholder organizations of all kinds to come together to share the latest in innovative advances in sustainable urban development and projects showcasing the implementation of the NUA.

Objective of the Consultancy

UN-Habitat is working to strengthen its engagement with its partners in recognition of the rapid urbanization process and the strategic political relevance and potential for unique and important contributions to the regional and global debate on urban issues. One of the first key steps being taken was the concluded creation of the long-term WUF website to increase partner engagement, cohesion among existing partners and to engage with a wider range of non-traditional partners. To revamp its communication with partners for greater impact the second key step is by creating a long-term WUF registration and event application platform that will foster continuity from session

to session and create a positive online user experience for several thousand participants who register online, thousands who submit event applications and exhibition booking and several hundred of event organizers using the back-end features of the platform. The consultancy also seeks to revamp UN-Habitat's main website and integrate it with the WUF website.

To achieve the above, UN-Habitat seeks a consultant to create the dynamic, functional, and user-friendly websites and applications that reflects the ambitions of the agency vis-à-vis the mandate of the World Urban Forum and other corporate events with developing the UN-Habitat Global Event Management System (GEMS).

2. RESPONSIBILITIES

Under the overall supervision of the Chief of Communication and with technical oversight from Head of the Events and Outreach Unit, Head of the Production Unit and UN-Habitat ICTS, the incumbent will be required to perform the following functions:

- Update and organize the contents of the existing World Urban Forum website.
- Draft requirements and create a roadmap for developing a new UN-Habitat website.
- Breakdown the project tasks for other consultants
- Lead two team of other consultants or individual contractors with overseeing timelines and outputs. Team 1 will be working on the new version of the main corporate website and team 2 on WUF and GEMS
- Take part in designing mock-ups of the various application structures, elements and final prototypes including new subsections as required.
- Develop website specifications based on functional requirements and an implementation plan in line with the product/outputs.
- Incorporate inclusive web design standards to make the main website, develop Global Event Management System (GEMS) and WUF website accessible to people with disabilities, as well as integrate the website with a required accessible registration process.
- Collaborate with team members on development of web applications and new features for various event management services, moderation processes with editing function, automated email and alert features.
- Collaborate with team members of the WUF APP and write code for linking website and the APP for automated broadcasting of content updates in the event programme and speakers details as required.
- Monitor and implement security patches on the WUF website and other event sites in collaboration with team members of UN-Habitat ICTS team.
- Take part in the technical reviews and testing processes.
- Provide technical support with trouble shooting and quick problem solving.
- Create and update 'user journeys' and 'tutorials' for the various applications and back-end moderation features as required.
- Oversee content migration to the new version of the main website.
- Provide training to moderators for the backend features.
- Perform other duties as required.

3. **EXPECTED RESULTS/ Ultimate Results**

UN-Habitat Main website, GEMS system v.1.0 and WUF12 website.

4. **COMPETENCIES**

PROFESSIONALISM:
Knowledge of all aspects of the design, development, management, implementation and maintenance of complex web projects using web content management systems and technologies; Demonstrated in-depth knowledge of digital communications strategy, tools, approaches and practices for the creation and maintenance of high-quality communication campaigns; Strong analytical skills and ability to rapidly analyze, strategize and integrate diverse information from various multimedia and digital sources. Shows pride in work and in achievements; Is conscientious and efficient in meeting commitments, observing deadlines and achieving results; Is motivated by professional rather than personal concerns; 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.

PLANNING AND ORGANIZING:
Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

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: Ability to work with teams, demonstrate leadership, conflict management and consensus facilitation skills; ability to work in a multicultural and multi-ethnic environment, and to respect diversity; sensitivity to the main streaming of vulnerability; willingness and ability to work in difficult environments.

Skills
- Experienced project manager with a technical lead and team lead background.
- Self-motivated, critical thinker and the ability to thrive in a team environment.
- Strong client-services orientation with excellent communication skills to non-technical staff.
- Fluency in both oral and written English.
- Ability to work with minimal supervision and a high level of resilience is required.

- Excellent team player with strong interpersonal skills and ability to work in a multicultural, multi-ethnic environment with sensitivity and respect for diversity is highly desirable.

5. QUALIFICATIONS

- Experienced project manager with a technical lead and team lead background.
- Self-motivated, critical thinker and the ability to thrive in a team environment.
- Strong client-services orientation with excellent communication skills to non-technical staff.
- Fluency in both oral and written English.
- Ability to work with minimal supervision and a high level of resilience is required.
- Excellent team player with strong interpersonal skills and ability to work in a multicultural, multi-ethnic environment with sensitivity and respect for diversity is highly desirable.

Education

A first-level university degree in computer science, engineering, or equivalent is required.

Work experience

- Minimum of 10 years of proven experience in web development, User Experience (UX) design, web best practices, responsive design and digital strategy is required.
- Minimum of 10 years of experience in innovative technical leadership by performing and/or overseeing the planning, development, and multi-project management.
- Technical experience in HTML, CSS, JavaScript, jQuery, and PHP; Figma, Adobe XD or other prototyping tools, working experience in Git version control and the command line is required.
- Proven experience in Drupal is required.

Language

French and English are the working languages of the United Nations Secretariat. For this post, fluency in written and oral French and English is required. Knowledge of another official United nations language is an added advantage.

Payment Terms

The consultant will be paid on a monthly basis at a level B Consultant rate.

Applications should include:
- Cover memo (maximum 1 page)

- P11, indicating the following information:
    1. Educational Background (incl. dates)
    2. Professional Experience (assignments, tasks, achievements, duration by years/ months)
    3. Other Experience and Expertise (e.g. Internships/ voluntary work, etc.)

All applications should be submitted to: Silvia Ragoss silvia.ragoss@un.org and cc Peter Wainaina peter.wainaina@un.org

Deadline for applications: 03 July 2023

UN-HABITAT does not charge a fee at any stage of the recruitment process. If you have any questions concerning persons or companies claiming to be recruiting on behalf of these offices and requesting the payment of a fee, please contact: recruitment@unon.org