

Title: Platform Manager, Academy

Location: New York

POSITION SUMMARY

The United Nations Global Compact is the world's largest sustainability initiative with over 20,000 participating companies in over 160 countries and 65 Local Networks around the world. As a special initiative of the UN Secretary-General, the UN Global Compact is a call to companies everywhere to align their operations and strategies with Ten Principles in the areas of human rights, labour, the environment and anti-corruption.

The Academy is the UN Global Compact's digital learning platform helping corporate professionals around the world increase the knowledge and skills needed to accelerate sustainable business practices at scale.

The Foundation for the Global Compact is recruiting a digital learning platform manager to support the Academy library of on-demand content and blended programs like accelerators for corporate professionals.

The digital learning platform manager is responsible for the holistic maintenance of the technology platforms the Academy uses to deliver learning experiences and how those platforms interact with each other.

DUTIES AND RESPONSIBILITIES

- Manage the UN Global Compact Academy learning management system (currently Docebo) by supporting and developing system wide updates, app integrations, vendor partnerships and notifications to users about system changes.
- Improve the user experience for learners and workflows for system admins with a focus on digital accessibility standards and best practices.
- Facilitate technical troubleshooting strategies and workflows with platform stakeholders (admins, power users, learners, local networks, etc.) We currently use Zendesk and Slack to manage platform support requests.
- Ensure Academy digital platforms and tools are GDPR compliant and W3C digital accessibility compliant
- Evaluate current platform features and recommend new tools and approaches that support learner engagement
- Improve the learning journey by monitoring user feedback and ensuring regular connection with platform stakeholders (admins, power users, learners, local networks, etc.).

- Support the development of regional delivery strategies and learning experiences to increase access, translation, programme customization and the development of context specific programmes aligned with regional priorities.
- Stay abreast on trends in learning and skills development practices, corporate sustainability performance, good practices and key frameworks.

COMPETENCIES

Educational Technology

- Experience in using technology to support teaching and learning in both blended and online environments, preferably for higher ed or corporate audiences.
- Be proficient in the common industry learning management systems and CRMs such as Docebo, Articulate Rise, Salesforce, etc.
- eCommerce functionality experience a plus
- Experience in identifying digital learning tools that will solve a problem in an effective and cost-sensitive way.
- Able to learn new technologies quickly and know how to share that knowledge to people of all technical levels.
- Extensive knowledge of current best practices in online education, including: learning theory, delivery models, technology tools, infrastructure, quality control and metrics.
- Strong customer service skills and experience in troubleshooting technical issues.
- Strong presentation, planning, organizational, and problem-solving skills.
- Excellent project management skills; ability to simultaneously manage multiple projects.

Works and manages in diverse teams and across geographies:

- Works collaboratively with colleagues in different global teams (remotely & in-person) to achieve organizational goals.
- Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others;
- Manages and leads a motivated team to high levels of delivery

Passion for client service and client impact

- Effectively meets participating company needs. Takes responsibility for company satisfaction and impact. Demonstrates professional qualities and demeanor that commands attention and respect from key decision makers
- Builds trusted and productive relationships with key UN Global Compact staff and decision makers and responds to questions, concerns and requests from companies and Local Networks.
- Seeks ways to improve service and recommends solutions

- Proven experience in analyzing data to extract insight around engagement results, client satisfaction, client understanding, as well as the impact of activities, and global sustainability trends

Proven delivery of results:

- Delivers to clear goals within strategies. Identifies priority activities and assignments, allocates appropriate time and resources, tracks progress and adjusts priorities as required.
- Foresees risks and allows for contingencies when planning. Monitors and adjusts plans and actions as necessary

CORE VALUES:

- **Integrity:** Demonstrates the values of the United Nations in daily activities and behaviors; acts without consideration of personal gain; resists undue political pressure in decision-making; does not abuse power or authority; stands by decisions that are in the Organization's interest, even if they are unpopular; and takes prompt action in cases of unprofessional or unethical behavior.
- **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; and remains calm in stressful situations.
- **Respect for Diversity:** Works effectively with people from all backgrounds; treats all people with dignity and respect; treats men and women equally; shows respect for and understanding of diverse points of view and demonstrates this understanding in daily work and decision-making, examines own biases and behaviors to avoid stereotypical responses, and does not discriminate against any individual or group.

BENEFITS

- Salary Range \$66,000 - \$80,000
- Retirement Plan – 15% employer contribution after 6 months of services with additional 7.5% matching option.
- Vacation Days - 30 paid days (6 weeks) per year.
- Paid Parental Leave
- Medical /dental/vision employee coverage

EDUCATIONAL AND EXPERIENCE REQUIREMENTS

- Minimum 5 years professional experience in educational technology, preferably in higher education

Foundation for the Global Compact

Job Opening | Platform Manager, Academy



- Bachelor's degree required, advanced degree preferred in instructional design, educational technology or related field.
- Proficiency in English

RECRUITMENT PROCESS

Please include the below documents in your email submission to hrinquiries@unglobalcompact.org with the subject heading **"Platform Manager Academy"**:

- Cover letter
- Resume/ CV
- Applications will be accepted until **19 January 2024**
- Given the anticipated volume of submissions, only highly qualified candidates will be contacted. No phone calls or unsolicited emails outside of the submission process.

Applicants must be authorized to work in the United States. The Foundation for the Global Compact does not sponsor work visas

The Foundation for the Global Compact is committed to creating a diverse and inclusive environment of mutual respect. The Foundation for the Global Compact recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested.