POSITION TITLE: Manager, Participant Experience and Regional Delivery, Academy

LOCATIONS: Dubai or Bangkok

POSITION SUMMARY

The United Nations Global Compact is the world’s largest sustainability initiative with over 17,000 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 more than 50,000 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 participant digital experience and programme delivery manager to support the Academy in providing digital learning experiences for corporate professionals at global and regional levels.

DUTIES AND RESPONSIBILITIES

- Help facilitate live workshops and live learning journeys; supporting team members and partners (Program delivery tools include: Docebo, Zoom, Salesforce and Zendesk)
- Support Academy and Accelerator content development (asynchronous and synchronous delivery format), project management and production plans, translation, and evaluation mechanisms.
- Play a key role in regional planning and delivery of learning experiences to increase access, translation, programme customization and the development of context specific programmes aligned with regional priorities.
- Provide participant support through Zendesk and help identify opportunities to optimize user experience, navigation and use.
- Support the development of Academy participant relations and related promotional material; including presentations, email campaigns and social-media tool-kits.
- Broker relations strategic partners and organization to explore opportunities for engagement and partnerships at global and regional levels.
- Pilot digital community concepts and tools to enable peer-to-peer learning and engagement.
- Stay abreast on trends in learning and skills development practices, corporate sustainability performance, good practices and key frameworks.
- Perform other duties as assigned.
COMPETENCIES

Works and manages in diverse teams and across geographies:

- Works collaboratively with colleagues in different teams 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 learning, 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 UNGC staff and decision makers and responds to questions, concerns and requests from companies and Local Networks.
- Seeks ways to improve service and recommends solutions

Advanced proficiency in key digital tools and analytical skills

- Advanced proficiency in essential communications and reporting tools: Excel, PowerPoint, Word
- Proficient in Salesforce/other CRM contact management and reporting systems is preferred
- 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. Thrives in a fast phased, entrepreneurial team
- 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.

### EDUCATIONAL AND EXPERIENCE REQUIREMENTS

- **EDUCATION**: A first-level university degree in business administration, management, economics, political science, social science or related field.

- **WORK EXPERIENCE**: Five plus years of experience in program management, client support or corporate training/learning and development. Experience working on issues related to corporate sustainability is preferred.

- **LANGUAGE**: Proficiency in English is essential (full command on both spoken and written). Knowledge of additional languages is preferred

### RECRUITMENT PROCESS

Please include the below documents in your email submission to hrinquiries@unglobalcompact.org with the subject heading “Manager, Participant Experience, Academy”:

- Cover letter
- Resume/ CV

Applications will be accepted until **1 December 2023**

Given the anticipated volume of submissions, only highly qualified candidates will be contacted. No phone calls or unsolicited emails outside of the submission process.

The Foundation for the Global Compact is committed to creating a diverse and inclusive environment of mutual respect. The Foundation for the Global Compact recruited 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.