

POSTING TITLE: Consultant - Regional Operational Support

LOCATION: Remote (Regional Hub, Panama)

CONTRACT DURATION: September 2023 - April 2024

OVERVIEW

A priority within the UN Global Compact Strategy 2021-2023 is to strengthen existing local networks that are at different levels of maturity. The aim is for all networks to be able to ensure growth in the number of participants and meet high level programming. One of the various means to this end is the deployment of Shared Network Services (SNS) at the regional level, under the administration of the Regional Hub.

One of the needs identified by the region has been to temporarily have shared operational support to support the implementation of global programs such as new learning plans in the Academy platform or the Accelerators, among others. In addition, this role should be the coordinating nexus for all SNS consultants.

POSITION SUMMARY

The person we are looking for is a professional with strong organizational skills, a track record of coordinating virtual events and workshops, platform management and proficiency in data analysis. Likewise, knowledge about business sustainability, in addition to experience (between 3 and 5 years) in social development issues, with a focus on human rights or gender equality, is ideally necessary to have. Undergraduate or postgraduate studies in social sciences or similar areas would be an asset.

It is of great importance that the professional is familiar with sustainability standards and the UN Global Compact Principles. Preferably, this person should have experience in a Local Network in the Latin America and Caribbean region or have some close knowledge of the organisation.

Fluency in both Spanish and English (written and spoken) is required. Portuguese is desirable.

DUTIES AND RESPONSIBILITIES

1. **Management of the Academy training platform at regional level**, both for the Accelerators and for other programmes developed on the platform:
 - Carry out the onboarding process for Accelerators:
 - Profile creation.
 - Access verification
 - Resolving doubts
 - Editing learning plans and contents in Accelerator courses and other programs.
 - Upload recordings, additional resources, mark attendance
 - Download progress reports from the Accelerators and follow up with all participants. Submit reports to local networks.
 - Create live workshop sessions, register participants and organise learning plans

- Create proposals to improve the user experience on the platform as well as understand trends in other regions and make tailored suggestions.
- Be the connection point between the region and the GCO teams, to respond to the requirements of the Local Networks and/or companies.

2. Technical support in the Accelerators:

- Manage the agenda of the workshops
- Follow-up of participants
- Support in the facilitation of sessions on human rights and gender equality issues.
- To support participants in the use of external platforms that support the Accelerators.
- Propose and coordinate additional technical sessions
- Support technical consultants in answering all questions that arise during the projects.

3. Analysis of aggregated data from tools and surveys developed throughout the programs, sharing the resulting information and knowledge to the country/countries concerned.

4. Support the Academy regional development, engagement and marketing activities:

- Liaise with HQ on regional needs and ideas
- Support regional marketing and engagement communication coordination activities for the Academy
- Provide user support to regional Academy users to help navigate offerings and technical support (in collaboration with HQ)
- Support the delivery of live regional exchange sessions and changemaker recordings.
- Support regional speaker and expert identification
- Support Academy translation projects

5. Coordination with the Global Office teams to ensure that all global program materials are available in Spanish (occasionally in Portuguese) and adapted to the local context.

6. Assistance with other operational needs that arise throughout the process of regional implementation of global projects.

7. Capacity building in the Local Networks for the management of the global programs through the development or updating of guides, manuals and training.

8. Coordination of Shared Network Services in the region:

- Onboarding and coordination of consultants
- Together with the Senior Manager, follow up, monitor indicators and budget usage, and facilitate payments from the Global Office.
- Support in the development and monitoring of budget execution.
- Develop presentations and/or other necessary materials on a regular basis.

- Follow up to ensure that project progress is aligned with the needs of the local networks.
- Establish mechanisms for the periodic evaluation of projects and consultancies associated with each project.

COMPETENCIES

- **Communication:**
 - Excellent oral and written communication, interpersonal and collaborative skills.
 - Ability to interact with a diverse set of companies.
 - Ability to communicate effectively with a highly multicultural network.
- **Planning and organization:**
 - Identify high priority activities, adjusting plans as needed;
 - Allocate appropriate amount of time and resources to complete work;
 - Anticipate problems and allow for contingencies;
 - Monitor and adjust plans as needed; Use time efficiently;
 - Coordinate project implementation with different stakeholders.
- **Customer Orientation:**
 - Establish and maintain a close and productive relationship with local networks through respect and trust;
 - Keep local networks informed on the status of projects, including regular updates on progress and/or setbacks;
 - Adheres to schedule for delivery of products or services to the client;
- **Advanced competencies in key digital tools:**
 - Ability to manage digital tools such as the Academy platform and e-learning courses
 - Advanced proficiency in essential communication and reporting tools (Excel, PowerPoint, Word)
 - Demonstrable experience in data analysis, able to extract insights from the surveys conducted
- **Leadership:**
 - Lead groups from different countries for the implementation of projects
 - Initiative to provide solutions and create new initiatives
 - Lead relationships with partners in the region to strengthen existing or new initiatives.
 - Direct contact with high-level people from Global Compact at regional and global level, as well as with representatives of UN agencies and other organizations.

CORE VALUES

- **Integrity:** Demonstrates the values of the United Nations in daily activities and behaviour; acts without regard for personal gain; resists undue political pressure in decision-making; does not abuse power or authority; defends decisions that are in the best interest of the Organization, even if they are unpopular; and takes immediate action in cases of unprofessional or unethical behaviour.

- **Professionalism:** Shows pride in work and accomplishments; demonstrates professional competence and mastery of subject matter; is efficient in meeting commitments, meeting 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 of all backgrounds; treats all people with dignity and respect; treats men and women equally; shows respect and understanding of diverse points of view and demonstrates this understanding in daily work and decision making, examines own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

RECRUITMENT PROCESS

- Kindly apply by **August 20th 2023**
- Please include the following materials in your email submission to diaz@unglobalcompact.org with the subject heading: Regional Operational Support
 - Cover Letter describing your experience on the topics mentioned above and the economic expectations
 - Resume/CV
- Expected starting date: September 2023