

# Foundation for the Global Compact

Job Opening | Coordinator, UN Global Compact Academy



**TITLE:** Coordinator, UN Global Compact Academy

**LOCATION:** NYC

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## 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 highly motivated individual to play a pivotal role in amplifying our capacity-building portfolio while prioritizing engagement and an unparalleled user experience at the UN Global Compact Academy. We are searching for self-starters who are deeply committed to driving positive change and serving our worldwide community of corporate professionals. This position presents an exciting opportunity for motivated changemakers with a flair for innovation and a strong service-oriented mindset, offering a platform to further develop careers in the dynamic realms of business and sustainability.

## DUTIES AND RESPONSIBILITIES

### User Support

- Liaise with Academy users through our user support platform Zendesk, act as first point of contact for other general inquiries and involve team members accordingly.
- Support the development of email templates, user guides and other support channels and identify potential pain points and opportunities for improvement from exchanges with users. Support design and delivery of user notifications and newsletter and other engagement strategies.

### Academy Delivery

- Support delivery of live Academy learning experiences through management of digital platforms, in particular on Zoom and utilization of other online programs such as Mentimeter.
- Support development of Academy learning materials, in particular across Powerpoint and Google Suite.
- Coordinate translation of Academy resources into different languages.

## Engagement & Reporting

- Support the marketing and roll-out of existing Academy offerings. Draft communications; prepare email campaigns, briefing documents, meeting summaries, and other communications.
- Support development and maintenance of content calendars and timely updates of UN Global Compact Academy website, tools and guidance material, as well as the learning management system homepage and catalogs.
- Support the development of regular reports on engagement and growth status. Create and manage online surveys, analyze results, summarize findings and recommendations
- Perform other administrative duties as required.

## QUALIFICATIONS

Technical experience leveraging digital tools like Asana (or other PM tools), Zoom, Pardot Salesforce, Zendesk, Slack, Google Suite, and Microsoft Office. digital and productivity applications and tools.

## CORE VALUES

**Integrity:** Demonstrates the values of the United Nations in daily activities and behaviours; 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 behaviours to avoid stereotypical responses; and does not discriminate against any individual or group.

## COMPETENCIES

**Professionalism:** Knowledge of relevant UN Global Compact issue areas and workstreams; 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

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personal concerns; shows persistence when faced with difficult problems or challenges; 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 audience; demonstrates openness in sharing information and keeping people informed.

**Accountability:** Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; and takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

**Technological Awareness:** Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

## **BENEFITS**

- Salary Range - \$51,000 - \$65,000
- 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 3 years professional experience in educational technology, preferably in higher education.
- 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

**[hrrinquiries@unglobalcompact.org](mailto:hrrinquiries@unglobalcompact.org)** with the subject heading “**Coordinator, UN Global Compact Academy**”:

- Cover letter
- Resume/ CV

- Applications will be accepted until **7 April 2024**

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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.**