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HEAD OF UNIT, EVENTS TECHNICAL COORDINATION

Post Number : CLD 998

Grade : P-4

Parent Sector : Division for Conferences, Languages and Documents (CLD)

Duty Station: Paris

Job Family: Administration

Type of contract : Fixed Term

Duration of contract : 2 years with possibility of renewal

Recruitment open to : Internal and external candidates

Application Deadline (Midnight Paris Time) : 15-SEP-2022

UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism

OVERVIEW OF THE FUNCTIONS OF THE POST

The Events Technical Coordination Unit is located in the Conference and Cultural Events Management Section of the Division of Conferences, Languages and Documents (CLD), in the Sector for Administration and Management (ADM). The Events Technical Coordination Unit is the Organization's technical expert in the provision of conference and events management, responsible for the management and supervision of the Conference and Cultural Events Coordination Team and involving the oversight and management of significant numbers/teams (temporary employees and outsourced companies engaged to support events, as well as the catering events suppliers).

Under the overall supervision of the Director, Division of Conferences, Languages and Documents and the direct supervision of the Chief of the Conferences and Cultural Events Management Section, the Head Events Technical Coordination Unit is responsible for the overall stewardship of UNESCO's conferences and cultural events and dedicated to providing consistent architecture and services to support UNESCO's events; and shaping UNESCO's conferences and events to achieve greatest impact by embedding cutting-edge intelligence, delivering novel interaction and experiences and building design frameworks and tools that support UNESCO's objectives/mandate.

The incumbent manages and coordinates the day-to-day support in the organization of events, coordinating with internal and external organizers to ensure their effective and timely implementation.

Accordingly, the incumbent is expected to perform the following duties:

- Coordinate and manage, in close liaison with the Strategy and Events Planning Unit and the Interpretation Unit, all arrangements relating to the organization of events (conferences, meetings, ceremonies, concerts, performances, exhibitions, catering events) held in UNESCO premises and away from Headquarters, as well as on line or in a hybridformat, providing technical advice and guidance to organizers (Program Sectors, Permanent Delegations to UNESCO and National Commissions for UNESCO, United Nations agencies, Intergovernmental and Non-Governmental or external organizations); ensuring the highest level of service. Establish and maintain strong and effective work relationships with all UNESCO support services, as well as with all organizers to ensure that their event-related needs are addressed. Plan, manage and retain the right level of control/direction over the outsourced operations, notably the restaurant services.
- Continuously report on holistic metrics, engagement analytics and impact outcomes for events, collecting and analyzing data and feedback and preparing summaries of information to support effective business decisions and contribute to improvements to meeting/conference services provision, work methods and environment produce statistics.
- Provide oversight and direction to the Unit's support staff in accordance with UNESCO's policies and procedures and lead the team to meet the Organization's expectations for productivity, quality, continuous improvement and goal accomplishment. Coordinate the activities of the Unit, ensure equitable distribution of work and monitor progress against deadlines, assigning and adjusting priorities as necessary. Coordinate personnel and administrative matters concerning the Unit with the relevant administrative support services and the Interpretation Unit.
- Oversee all catering activities for UNESCO events and ensure that catering services meet UNESCO's requirements in terms of rules and procedures for both the Organisation's contractor and other, external catering services. Implement measurement and reporting mechanisms to track performance and ensure quality control. Develop and implement robust verification processes in collaboration with internal and external organizers regarding the economic model of catering events and costs and ensure royalty fee control. Develop and maintain a database of contracts and library for contractual documentation reference, audit trail and institutional memory.
- Contribute to the development of the Section's operational framework by, inter alia, remaining abreast of new/innovative approaches to/techniques in the sphere of conference/event management, including across the UN system, to ensure that event management at UNESCO includes best-in-practice and cutting-edge methods.
- Regularly review operational processes and procedures in place and make recommendations for enhancement to the Chief of Section; proposing modifications or improvements to conference/events-related policies and guidelines, including the events management tools and platforms and events related tariffication policies.
- Explore options through which UNESCO may engage with external providers to enhance conference and events management at UNESCO, engaging with specialists/experts in the field to

inform and provide training to the team and enable the development of UNESCO's conference and events management services.

COMPETENCIES (Core / Managerial)

Communication (C)

Accountability (C)

Innovation (C)

Knowledge sharing and continuous improvement (C)

Planning and organizing (C)

Results focus (C)

Teamwork (C)

Professionalism (C)

Building partnerships (M)

Driving and managing change (M)

Leading and empowering others (M)

Making quality decisions (M)

Managing performance (M)

Strategic thinking (M)

For detailed information, please consult the [UNESCO Competency Framework](#).

REQUIRED QUALIFICATIONS

Education

- Advanced University degree (Master's degree or equivalent) in the field of events management, international relations, business administration, hospitality, marketing, or related fields.

Work Experience

- Minimum of seven (7) years of relevant professional experience in the field of events management, of which preferably three (3) years acquired at the international level, preferably whether with a UN agency or programme, or other international organization.

Skills & Competencies

- Strong organizational skills with ability to establish plans and priorities and effectively coordinate them and ensure the follow-up.
- Demonstrated client-oriented approach with ability to develop/improve procedures to facilitate clients' access to services.
- Ability to work effectively in a team, and motivate teams, in a multicultural environment and introduce/manage change.
- Excellent communication and interpersonal skills and ability to maintain effective partnerships and working relations in a multicultural environment with sensitivity and respect for diversity.
- Ability to work under pressure and to deadlines and effectively manage large-scale events.
- Knowledge of IT tools, including the use of Microsoft Office software/applications.

Languages

- Excellent knowledge of French or English and good knowledge of the other language.

DESIRABLE QUALIFICATIONS

Education

- Certified Meetings Professional (CMP), Certified Special Events Professional (CSEP), Certification in Meeting Management (CMM), or other relevant professional certification.

Skills & Competencies

- Knowledge of event related tools and platforms (Zoom, Interprefy, etc.) and planning tools.
- Sound judgement and decision-making skills.
- Familiarity with the work and general functioning of international organizations and/or the UN System.

Languages

- Knowledge of another official language of UNESCO (Arabic, Chinese, Russian or Spanish).

BENEFITS AND ENTITLEMENTS

UNESCO's salaries consist of a basic salary and other benefits which may include if applicable: 30 days annual leave, family allowance, medical insurance, pension plan etc.

The approximate annual starting salary for this post is 102 062 US\$.

For full information on benefits and entitlements, please consult our [Guide to Staff Benefits](#).

SELECTION AND RECRUITMENT PROCESS

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the [UNESCO Careers website](#). No modifications can be made to the application submitted.

The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview.

UNESCO uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates.

Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided.

UNESCO recalls that paramount consideration in the appointment of staff members shall be the necessity of securing the highest standards of efficiency, technical competence and integrity. UNESCO applies a zero-tolerance policy against all forms of harassment. UNESCO is committed to achieving and sustaining equitable and diverse geographical distribution, as well as gender parity among its staff members in all categories and at all grades. Furthermore, UNESCO is committed to achieving workforce diversity in terms of gender, nationality and culture. Candidates from non- and under-represented Member States ([last update here](#)) are particularly welcome and strongly encouraged to apply. Individuals from minority groups and indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the highest level of confidentiality. Worldwide mobility is required for staff members appointed to international posts.

UNESCO does not charge a fee at any stage of the recruitment process.

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