



**UNITED NATIONS
UNIVERSITY**

Duty station: Kuala Lumpur/Malaysia

VACANCY ANNOUNCEMENT

Program Manager (Knowledge Management & Communications) (Personnel Service Agreement - PSA)

Organisational Unit : United Nations University International Institute for Global Health

Reference Number : 2021/UNU/IIGH/PSA/PM/KMC/74

Applications to : iighrecruit@unu.edu

Closing Date : **4 August 2021**

About UN University

For the past four decades, UNU has been a go-to think tank for impartial research on the pressing global problems of human survival, conflict prevention, development, and welfare. With more than 400 researchers in 13 countries, UNU's work spans the full breadth of the 17 Sustainable Development Goals, generating policy-relevant knowledge to effect positive global change. UNU maintains more than 200 collaborations with UN agencies and leading universities and research institutions across the globe.

About UNU International Institute for Global Health (UNU-IIGH)

UNU-IIGH is one of 14 research and training Institutes that comprise the UNU system. UNU-IIGH was established in 2005 with the mission to advance evidence-based policy on key issues related to sustainable development and global health. UNU-IIGH aims to build knowledge and capacity for decision making by UN agencies, UN programmes, and Member states towards the achievement of the Sustainable Development Goals.

UNU-IIGH is hosted in Malaysia, thanks to an endowment by the Malaysian Government. The status of UNU-IIGH in Malaysia is as a resident UN agency. However, its mandate is global, with a focus on global health priorities linked to sustainable development in low- and middle-income countries. As a neutral convener, and leveraging its position within the UN, UNU-IIGH works with a network of academic, policy, and civil society experts to serve as a platform for critical thinking and exchange of knowledge and tools for policy influence and capacity building.

Responsibilities

The Program Manager will have primary responsibility for establishing and implementing a knowledge management strategy, implementing the communication and dissemination strategy, and for managing the

institution's convening activities. The Program Manager will work closely with the Programme Support and Research teams to:

Convene activities that enable the implementation of the 2019-23 strategy

- Work with internal and external partners to organise, convene, and manage in-person and virtual policy dialogues
- Coordinate the Institutional Seminar series and work with the research team to deliver project specific webinars and seminar series
- Establish and implement processes to enable monitoring and evaluation
- Perform other tasks as assigned by the Directorate

Develop and oversee the implementation of an annual communications and knowledge management strategy

Knowledge Management

- To lead on and innovate the development and implementation of an institutional knowledge management strategy
- To lead on the compilation, collation, and summarising of information to assist in monitoring the outputs and impact of the Institute for both internal and external stakeholders (e.g. UNU RO, funders)
- To advise the Director and Senior Management Team on knowledge management and information systems
- To oversee the management of information within the organization including the update and maintenance of the Institute's contributions to UNU Collections.
- To ensure that the information needs of the organization are met in a timely, effective, and efficient manner including through the design of systems for efficient storage and retrieval of information
- Promote identification and synthesis of best practices and lessons learned for organizational sharing and learning

Communication and Dissemination

- Work with the research and programmes team in the development and packaging of information to be disseminated to internal and external partners in an effective manner
- To work with the Director on the production of the UNU-IIGH Annual Report and reporting to the UNU-IIGH IAB
- Develop well written information and knowledge products such as case studies and evaluation summaries
- Assume editorial responsibility for communications content including blogs, news articles, video series
- Oversee IIGH's online platforms, including websites and social media, including Monitoring, developing and analysing quarterly reports, and providing recommendations to increase online traffic and engagement
- Serve as the institutional communications focal point, representing IIGH in inter-institutional fora
- Conduct regular evaluations of communications and knowledge management outcomes, and adjust the strategy as needed

Required Qualifications and Experience:

- An advanced University Degree (Masters) in Management, Business or Public Administration, International Development or a related field
- Minimum 5 years work experience in project or programme management, or related area, preferably in an academic institution, research think-tank, international organisation or NGO
- Excellent communication skills. Fluency in English essential. Knowledge of another official

- UN language is a significant advantage
- Three (3) to five (5) years of experience in the communications field, planning, writing, editing, and producing communications through a variety of print and online media. Exceptional written, oral, interpersonal, and presentation skills. Demonstrated ability to convey messages through clear and concise writing. Experience managing websites and social media. Photography and/or video production skills an advantage. WordPress experience an advantage
- Experience with webinars and online learning platforms. Proven experience designing and managing knowledge management platforms and of recording and store information in a physical and digital format
- Experienced in working with a large range of stakeholders including donors and partners in a multicultural, multi-ethnic environment
- Strong attention to detail
- High level of competency with MS Office Software (Word, Excel, PowerPoint, Outlook)
- Knowledge of Atlas/Peoplesoft or other ERP system is an advantage

Remuneration:

This position is under a Personnel Service Agreement contract (PSA), and no relocation allowances apply. UNU offers an attractive package of annual net salary at P-3 level of the PSA scale, commensurate with previous experience and expertise. This position carries an annual leave entitlement of 2.5 working days per month (a total of 30 days of paid annual leave), and private health insurance coverage.

UNU may cover the cost of travel of the individual to the duty station, as well as their return to their home upon completion of their services. Travel costs are covered only in the event that the function will be undertaken physically in the duty station and excludes working from home arrangements.

UNU is not liable for any taxes that may be levied on the remuneration you receive under this contract. Payment of any such taxes remains the sole responsibility of PSA holders.

Duration of contract:

This is a full-time appointment. The initial appointment will be for one (1) year with the possibility of renewal subject to performance. The combined duration of full-time PSA appointments with UNU may not exceed six (6) years. The mandatory age of retirement for a PSA is 65 years.

This position is open to applicants from all countries and UNU will aid the successful applicant in securing a work visa for Malaysia, as necessary.

Starting Date: 1 October 2021

Application Procedure:

Interested applicants should submit their application materials by email to iighrecruit@unu.edu

Applications must include the following:

- A cover letter setting out how your qualifications and experience match the requirements of the position,
- a completed and signed [UNU Personal History \(P.11\) form](#) downloadable from the [UNU website](#). Please avoid using similar forms provided by other United Nations organisations; and
- A full CV with a list of publications.

You may also refer to the following websites when you are compiling your application:

<https://careers.un.org/lbw/home.aspx?viewtype=CYJA>

<https://careers.un.org/lbw/media/jobapplication/en-US/index.htm>

<https://www.humanrightscareers.com/magazine/how-to-prepare-properly-for-a-competency-based-interview-at-the-un/>

Assessment

Evaluation of qualified candidates may include an assessment exercise, followed by a competency-based interview, background checks and references.

Special notice

PSA holders do not hold international civil servant status, nor are they considered a “staff member” as defined in the UN Staff Rules and Regulations.

UNU is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons living with disabilities to apply and become part of the organization. Applications from developing countries, and from women are strongly encouraged. Eligible internal applicants are also encouraged to apply.

UNU has a zero-tolerance policy on conduct that is incompatible with the aims and objectives of the United Nations and UNU, including sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination.

Information about UNU rosters

UNU reserves the right to select one or more candidates from this vacancy announcement. We may also retain applications and consider candidates applying to this post for other similar positions with UNU at the same grade level and with similar job description, experience and educational requirements.

Scam warning

UNU does not charge any application, processing, training, interviewing, testing or other fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it. Furthermore, please note that emblems, logos, names and addresses are easily copied and reproduced. Therefore, you are advised to apply particular care when submitting personal information on the web.