

# SORAYA JOHAAR

## PROFESSIONAL EXPERIENCE:

**Career Development Consultant,** UNIVERSITA' CATTOLICA del Sacro Cuore, Postgraduate School of Economics and International Relations, Milan, Italy, 2013- 2020, (Including online sessions for 4 MA groups during the pandemic 2021)

Provided career counselling sessions on: Cover Letter Essentials, Effective Job Search, Evaluation and analysis of a VA against Skills and Experience, Value of Networking, Competency-based Interviewing Skills, Preparation, follow-up and completing an online application - for example, INSPIRA and EPSO. Provide feedback on students CVs and cover letters following the sessions.

**Career Development Consultant,** Scuola Superiore Sant'Anna, International Training Programme for Conflict Management, Pisa, Italy, 2006 - 2020

Provided career counselling sessions on: Cover Letter Essentials, Effective Job Search, Evaluation and analysis of a VA against Skills and Experience, Value of Networking, Competency-based Interviewing Skills, Preparation follow-up and completing an online application - for example, INSPIRA and EPSO. Provide feedback on students CVs and cover letters following the sessions. (Including online sessions during the pandemic 2021)

**Career Development Consultant,** School of International Studies, MA Programme Trento Italy, 2013, 12/2013, 11/2014, 11/2015, 11/2016

Provided career counselling sessions on: Cover Letter Essentials, Effective Job Search, Evaluation and analysis of a VA against Skills and Experience, Value of Networking, Competency-based Interviewing Skills, Preparation follow-up and completing an online application - for example, INSPIRA and EPSO. Provide feedback on students CVs and cover letters following the sessions.

**Assistant Programme Specialist,** Human Resources Management, Training & Career Development Section, UNESCO, Paris, France, 07/2009 – 08/2011, 09/2012 -12/2012

**TRAINING | CAREER DEVELOPMENT:** Facilitated development, delivery, evaluation, adaptation, monitoring and coordination of training workshops (HQ + Field): career development; performance management; competencies/soft skills. Represented the Section and Organization at multi-national internal and external panels, seminars and information sessions. Coordinated all phases of the competitive bidding processes, including drafting of terms of reference [TORs] and evaluation of proposals). Reviewed/updated 13 Soft Skills modules (research, content development, drafting, editing, and coordinating with technical team). Managed the development and roll-out of career development training modules, tools, resources. Provided advice and support to staff on training, career development. Reviewed and edited Career Support training materials. Edited and reviewed six CD-ROM versions of the Soft Skills Modules.

**PERFORMANCE MANAGEMENT:** Drafted "UNESCO Guide to Performance Management" (English); coordinated its translation into French (in-house/no-cost). Organized and attend the Performance Management Review Panel. Edited two new performance appraisal tools for Senior Man-

agement Team (SMT) and Director/Heads of Field Office. Organized Senior Management Team Performance Review Panels.

**PROGRAMME MANAGEMENT:** Reviewed and edited the Mentoring Programme materials. Researched and finalized the best practices by other UN organizations/Agencies. Drafted a survey for dissemination to UN Learning Managers on the identification of and sharing of training materials; drafted communication on key issues as needed. Managed the Special Internship and Associate Experts Programmes (AEX); liaised with Donor countries, Interns/AEX and UNESCO Heads of Sectors.

**ACHIEVEMENTS:** Successful pilot and roll-out of career support trainings. Coordinated the delivery/development of new modules: "Networking" and "Written Applications." Completed 1st field delivery of Performance Management and Soft Skills modules to Nairobi, Montevideo, New Delhi and Jakarta Field Offices.

**Training Consultant,** Department of Field Services | DPKO, New York, USA, 12/2007 – 03/2009

**DEVELOPMENT AND EVALUATION:** Performed key tasks in the design, development, delivery, and evaluation of the DPKO "Senior Mission Administration and Resource Training Programme" DPKO SMART. Developed an interactive role-playing exercise, simulating ethical and regulatory challenges for senior mission managers. Managed external contractor activities on the design and development of computer-based training. Edited and verified training modules on ethics, HR, financial management, procurement, and administrative controls.

**PROGRAMME MANAGEMENT:** Provided guidance to subject matter experts from peacekeeping missions and UNHQ on the design of goals, learning objectives, content, and assessments for each module. Gave and co-ordinated the presentation(s) to USG, DPKO and Senior Management Team on DPKO SMART. Organized, and co-facilitated development workshops, at UN Logistics Base (UNLB) Brindisi, Italy.

**HUMAN RESOURCES:** Drafted vacancy announcements (VA) and consultant TORs, coordinated interview processes. Interviewed, selected supervised and evaluated four Interns for DPKO.

**BUDGET AND FINANCE:** Liaised with the Integrated Training Section and Executive Office to monitor contributions of funds to the programme and drafted reports to the Donors. Prepared budget proposals for the ACABQ and 5th Committee. Prepared results-based performance frameworks, finance and final project reports.

**Acting Head,** Performance Management/Training Unit, UN Mission in Kosovo, 1/2005 – 8/2005

**CAREER DEVELOPMENT AND TRAINING:** Created the first Career Support Service in UN peacekeeping; developed and managed mission-wide training programmes and advised Chief, Personnel and Senior Management Team on career matters. Co-delivered and developed 'Enhancing Writing Skills' Programme; co-designed, co-delivered and supervised 'P.11/PHP Training'. Co-facilitated and supervised delivery of 'Supervisory Skills Training'. Provided individual and small-group career coaching. Delivered support services to separating staff members affected by downsizing. Supervised the Orientation Programme. Represented UNMIK in annual UN Learning Managers meeting at UNLB-Brindisi.

**PERFORMANCE MANAGEMENT:** Monitored compliance and implementation of Performance Appraisal System (PAS) mission-wide. Briefed PAS monitoring bodies (JMC & MRC) on compliance. Advised staff members and supervisors of rebuttal procedures. Created and conducted trainings and briefings on competencies and performance management for Incoming Staff Members and rotating supervisors in International Civil Police Force.. Developed public information materials

(web content, marketing campaigns, mission broadcasts) and liaised with HQ on training, policies and procedures.

**BUDGET AND FINANCE:** Managed unit budget and all other administrative matters. Prepared Annual Budget and Work Plan. Prepared annual Performance Report on Training. Advised management on org. structures, succession planning and recruitment policies and procedures. Followed-up all audit recommendations.

**PEOPLE MANAGEMENT:** Managed team of 11 (1 international; 7 local staff members, 3 UNVs and numerous cross trainers). Conducted PAS reports for all supervisees.

**HUMAN RESOURCES:** Developed and implemented staff recruitment/promotions/ reassignment plans and procedures. Provided guidance to clients on preparing job descriptions (JDs), terms of reference for training consultants (TORs) and VAs. Served on recruitment panels for General and Professional staff.

**ACHIEVEMENTS:** Collaborated on the development of Cross-Training Programme – a UN21 Award recipient. Highest delivery of e-PAS support in DPKO and 80% compliance after roll-out. Successful handover to local staff as part of capacity building project. Expanded number of trainers from one to six. Reduced audit responses from nine to one in one year. Low attrition/high completion rates (95%).

#### **PAS Coordinator and Trainer, UN Mission in Kosovo, 9/2003 – 12/2004**

**CAREER DEVELOPMENT:** Delivered support services to separating staff members affected by downsizing. Provided guidance to client groups on preparing job descriptions (JDs), terms of reference (TORs) and vacancy notices (VAs). Assisted in creation of first Career Support Service in peacekeeping.

**TRAINING:** Developed and managed training mission programmes. Coached team members on training delivery and management. Supervised and guided Orientation Programme. Provided Training of Trainers for two UNVs and 1 local staff on 'Enhancing Writing Skills'. Trained local staff to take over its delivery and programme coordination. Participated in annual training officers meeting at UN office in Brindisi. Overhauled application/selection process for training (internal and external).

**PERFORMANCE MANAGEMENT:** Monitored compliance | implementation of 4000 +/- staff members. Conducted training/briefings with a competency, performance management or PAS component. Developed public information materials. Liaised with HQ on training programmes and co-facilitated workshops. Surveyed PAS awareness and encouraged completion through audits and programme evaluations. Briefed PAS Bodies (JMC & MRC) on compliance. Briefed staff members and supervisors of rebuttal procedures. Designed/delivered PAS briefing for new staff and International Civil Police Force supervisors. Managed a team of 4 staff members (1 international, 3 local), with performance report responsibility.

#### **Administrative Support, Office of the Director of Administration, UNMIK, 9/2001 - 8/2003**

Drafted Information Circulars and Administrative Instructions. Reviewed incoming correspondence and provided advice on action required. Compiled and edited the monthly DOA report to UN Headquarters. Delivered briefings to new incoming staff on UN Policy Sexual Harassment & Code of Conduct.

#### **Special Assistant to the Principal Deputy/Special Representative of the SG, UNMIK, 10/2002**

Organized, and liaised with External Affairs, meetings with government officials. Prepared briefing notes and talking points. Coordinated inputs from key sections, e.g., Office of Political Affairs and Legal Adviser.

**Staff Welfare Coordinator,** UN Mission in Kosovo, 5/2000 – 8/2001

Coordinated and administrated Stress Management Training Seminars. Conducted presentations on UN Code of Conduct and Sexual Harassment Policies. Provided support to staff members on: sexual harassment, critical incidents and gender issues. Liaised with Visa departments of various countries on behalf of staff. This later became a defined Unit – won the prestigious UN21 Award as a UN Best Practice.

**Political Affairs Officer,** Organization for the Islamic Conference (OIC), Permanent Observer Mission to the UN, 1/1999 – 12/1999

Prepared subject matter reports; liaised with UN Agencies, NGOs and OIC member states. Drafted speeches for the Ambassador. Created a network for key issues such as UN reform | Status of Women.

**PROFESSIONAL TRAINING, EDUCATION AND SKILLS**

**New York University,** NY, School of Continuing & Professional Studies, 5/2007 – 6/2007

- Techniques to Help Clients Get Jobs (2 days) determine client needs; developing a client strategy and use assessments, resume formats, interview preparation and practice.
- Instructional Design (3 days). Understand the process of designing a training programme using the established competency areas for instructional designers.

**Bachelor of Arts,** New York University, Gallatin School of Individualized Study, USA, 05/1999

Political Science and Psychology: International Relations, Middle Eastern Politics, Women & Gender Studies, and Political Psychology 4

**UN Mission in Kosovo, 2002 – 2005**

- Supervisory Skills and Co-Facilitator training; Collaborative Negotiations Skills; Competency-Based Interviewing & Selection Skills; Performance Management-Town Hall Workshops: on new UN Performance Appraisal System (e-PAS) organised by OHRM/UNHQ
- Change Management & Delegation (Management Training); Foundations of Training, organised by OSCE Kosovo
- Office of Internal Oversight (OIOS): Basic Investigative Training Course
- Project Management - UNESCO (5 days) 2010

**LANGUAGES**

English: Mother tongue; French: Intermediate Level; Afrikaans: Fluent written and spoken.

**IT SKILLS**

Microsoft Office Suite (especially PowerPoint, Excel, Access). Fully web literate - Twitter, Facebook and LinkedIn programmes