1. INTRODUCTION

The World Customs Organization (WCO) is an independent intergovernmental body, established in 1952 as the Customs Co-operation Council (CCC), whose mission is to enhance the effectiveness and efficiency of Customs services across the globe. The WCO represents 183 Customs administrations that collectively process approximately 98% of world trade. As the global centre of Customs expertise, the WCO is the only international organization with competence in Customs matters and is now recognized as the voice of the global Customs community. It is particularly noted for its work in areas covering the development of global standards, the simplification and harmonization of Customs procedures, trade supply chain security, the facilitation of international trade, the enhancement of Customs enforcement and compliance activities, anti-counterfeiting and piracy initiatives, public-private partnerships, integrity promotion, and sustainable global Customs capacity building programs.

As a forum for dialogue and exchange of experiences between national Customs delegates, the WCO offers its Members a range of Conventions and other international instruments, as well as technical assistance and training services provided either directly by the Secretariat, or with its participation. The Secretariat also actively supports its Members in their endeavours to modernize and build capacity within their national Customs administrations.

2. OVERVIEW

In order to meet its Members’ ever-increasing training needs in areas related to Customs modernization, the WCO has developed and has actively implemented a distance learning (e-learning) policy since 2003. Today, the WCO has a distance-learning package comprising more than 250 training modules dealing with the full range of Customs subjects, including controls, valuation, classification and other Customs-related topics. These modules are being used by several thousand Customs officers, and the demand for them is continuing to grow. They are available online through the WCO CLiKC! Website (http://clikc.wcoomd.org) for government officials and through the WCO Academy website (http://academy.wcoomd.org) for other audiences.
3. OBJECTIVES

This post is located in the Capacity Building Directorate (CBD), as part of the WCO Human Resources Development Programme. The incumbent works under the supervision of the Director Capacity Building.

The incumbent will be responsible for managing projects involving the design, development and maintenance of e-learning modules and related online courses for Customs and Private sector audience. The incumbent will also assist the Directorate with the promotion of blended training activities and with training policy management. The CBD provides numerous training services, including:

- Organization of online training for WCO Members as well as for the private sector;
- Promotion of WCO activities and stakeholder engagement;
- Development and maintenance of a distance training programme.

4. MAIN ACCOUNTABILITIES

Under the supervision of the Director of the Capacity Building Directorate, the E-learning Coordinator will focus on the following key activities:

i. Administering, promoting, managing and reporting of the WCO CLiKC! Portal;

ii. Coordinating, managing of the fund and reporting on the WCO Academy;

iii. Developing and maintaining the WCO distance training programme, including:

   (a) Managing the WCO sub-contractors needed to complete the technical developments as well as the administrative aspects linked to sub-contracting work;

   (b) Co-ordinating the work of the Technical Directorates in designing training course contents; and

   (c) Co-ordinating the translation, amendment and updating of the online courses.

iv. Overseeing the delivery of the Virtual Customs Orientation Academy;

v. Collecting training needs and assistance to Members in respect to training policy, blended learning management and learners engagement;

vi. Liaising with other organizations regarding e-learning activities;

vii. Engaging with stakeholders and fund-raising;

viii. Coordinating the network of national learning coordinators;

ix. Communicating and promoting CBD activities; and

x. Any other related duties as may be assigned by the supervisor.

5. EDUCATION

- Master degree in a relevant field; and
• Proven IT skills gained over a number of years, and especially proficiency in the Windows environment (Excel, Outlook, Access MS project, Web content configuration and Word) as well as in web technologies.

6. EXPERIENCE

• At least two (2) years’ practical experience of training management and e-learning projects, preferably in an international working environment;
• Demonstrated project management skills, including budget-oriented aspects;
• Experience of sub-contractor management, including public tender procedures, project management and contracting;
• Basic knowledge of Customs procedures would be an advantage; and
• Preference may be given to candidates familiar with the context of international organizations.

7. LANGUAGES

• Fluency in at least one of the WCO’s official languages (English and French) and good working knowledge of the other;
• Knowledge of any other language would be an asset.

8. COMPETENCIES

• Excellent organizational skills;
• Strong interpersonal and networking skills and team spirit;
• Ability to work in an international and multicultural environment;
• Fluency in using Microsoft Office environment; and
• Sound knowledge of web technologies.

9. CONDITIONS

• Three (3) years fixed-term appointment;
• Probationary period: 6 months;
• Full-time employment (37 hours and 40 minutes weekly) at the WCO Headquarters in Brussels, Belgium;
• 30 days of annual paid leave;
• Depending on level of experience, monthly base salary starting from 3,481.47 EUR, plus allowances based on eligibility (remuneration exempted from income tax in Belgium);
• Compulsory WCO health insurance deducted from the salary (around 65 EUR/month); and
• Appointment subject to the WCO Staff Manual.

10. APPLICATION AND RECRUITMENT PROCESS

The onus is on the applicant to demonstrate how he/she meets each of the essential qualifications and requirements. Applicants are encouraged to detail concrete achievements in their CVs and/or in their cover letters as well as include references.
Only short-listed candidates will be contacted for an assessment which may include a written test and/or an interview. All short-listed candidates may be requested to provide copies of their original diploma, certificates and proof of relevant experience. Pre-selected candidates may also be subject to reference checks to confirm the information provided in the application.

Interested candidates should submit their application for review no later than **24 February 2020**, including a CV and motivation letter in English or French by e-mail to:

learning@wcoomd.org

The subject of the candidate’s application message must read as follows:

**TE – Application – LAST NAME / FIRST NAME of Candidate**

*The evaluation of applicants will be conducted on the basis of the information submitted in the application according to criteria of the position and the WCO applicable rules.*

**11. ADDITIONAL INFORMATION**

The WCO values commitment to the principles of integrity, transparency and accountability as well as values diversity among its staff members. Applications from qualified women and men will receive equal treatment and due regard will be paid to the importance of recruiting nationals from WCO Members on as wide a geographical basis as possible. Please note that the WCO Headquarters is a non-smoking environment.

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