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 endeavors 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 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.
The outbreak of COVID-19 has among others impacted the way that training is organized and delivered globally. This new landscape has resulted also in dramatically increased needs, as well as demands for delivery of online capacity building activities by the WCO. Moreover, other e-learning-related activities have increased to a great extent. Further enhancement of the capacity of the WCO to respond to these new challenges has become imperative. In this regard, the WCO Secretariat has initiated various efforts and is about to launch the project to enhance the e-learning of the WCO with a view to develop new courses for customs to equip customs with relevant skills, knowledge but also to enrich and update existing ones on WCO CLiKC!

Reinforcing the e-learning team with a professional who will be supporting the online training delivery is one of them.

3. **OBJECTIVES**

This position is located in the Capacity Building Directorate (CBD), as part of the WCO e-Learning Project and the Human Resources Development Programme. The objectives are the following:

- **Supporting the operational and technical aspects** of the online training delivery of WCO Secretariat’s staff and accredited experts;
- **Managing the development of video-based training content** in cooperation with WCO Secretariat’s staff and accredited experts;
- **Supporting the administration of the CLiKC! and the WCO Academy** e-learning platforms; and
- **Contributing in other areas** of work of the e-learning team and the Capacity Building Directorate in general.

4. **MAIN ACCOUNTABILITIES**

The main accountability of the assignment is to achieve the objectives described above and the Project’s objectives with positive outputs. The E-learning assistant works under the supervision of the E-Learning Coordinator and carries out the following e-Learning activities;

i. Administering the online training and teleconference platforms utilized by the WCO Secretariat to deliver online trainings to Member Administrations and stakeholders;

ii. Providing technical support to the WCO Staff to organize and deliver live and/or recorded online trainings;

iii. Recording video presentations (online/offline);

iv. Editing digital imagery, video and audio and incorporate graphics, and effects;

v. Contributing to the development of multimedia based/video based courses;

vi. Performing basic web design and graphic design tasks;
vii. Supporting the administration of the two WCO e-learning platforms including uploading video-based training content;

viii. Administering various SaaS utilized by the WCO e-learning team that include among others a CRM, an email automation platform, a social media automation platform and others;

ix. Developing video-based content to support the digital marketing activities of the WCO e-learning and the Capacity Building Directorate;

x. Supporting online training events organized by the WCO; and

xi. Any other duties as may be assigned by the supervisor.

5. **EDUCATION**

   - University degree in a relevant field; and
   - Proven knowledge in the production of video content.

6. **EXPERIENCE**

   - At least one year of proven experience in the administration of online training platforms;
   - At least one year of proven experience in the production of video content;
   - At least one year of proven experience in Learning Management Systems' administration, knowledge of the Moodle LMS is an asset; and
   - Relevant experience in all or some of the tasks outlined above is an advantage.

7. **LANGUAGES**

   - Fluency in English; and
   - Knowledge of French would be an asset.

8. **COMPETENCIES**

   - Strong interpersonal skills and team spirit;
   - Ability to work in an international and multicultural environment; and
   - The candidate should be versatile, methodical, proactive and well-organized;

9. **CONTRACT AND CONDITIONS**

   - Staff member under short-term contract of two (2) years (with possibility of renewal based on performance and availability of the funding);
   - Probationary period of six (6) months;
   - Full-time employment (37 hours and 40 minutes weekly) at the WCO Headquarters in Brussels, Belgium;
   - 30 days of annual paid leave;
• Salary from 3,000 EUR/month all-inclusive (remuneration exempted from income tax); and
• Compulsory WCO health insurance deducted from the salary (around 65 EUR/month).

*This position is subject to the Manual for Short-Term Contractors. The successful applicant shall not acquire the right subsequently to occupy a permanent post within the WCO. The successful applicant will not be affiliated to any retirement fund or pension scheme taken by the WCO.*

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, portfolios (if necessary). References is recommended to be included.

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 23 October 2020, including a CV and a cover letter in English by e-mail to:

capacity.building@wcoomd.org

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