

Posting Title : ADMINISTRATIVE ASSISTANT, G5
Job Code Title : ADMINISTRATIVE ASSISTANT
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period :
Job Opening number : 21-ADM-RSCE-160920-R-ENTEbbe (M)
Staffing Exercise : N/A

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Org. Setting And Reporting

The Department of Operational Support (DOS) was established to provide end-to-end operational support, advisory services and other solutions to operating entities across the Secretariat, including departments, offices away from headquarters, peace operations, and regional commissions.

The Regional Service Centre in Entebbe, Uganda (RSCE), was established in July 2010, following the adoption of General Assembly resolution 64/269. The Centre provides efficient, client-oriented and scalable services with the goal of moving transactional, non-location-dependent administrative functions to the Centre from its client entities. This includes transactional elements of human resources, finance, multimodal movement and control, personnel and cargo transport and information and communications technology (ICT) support. In addition to these services, the Office of the Chief RSCE and support offices through the Deputy Chief RSCE provides overall guidance on the operations of the RSCE including strategic planning, communication, budgeting, human resources management, property management, quality assurance and business intelligence, conference services, record keeping and archive management, and audit response and risk management.

For more information, please visit <https://rsce.unmissions.org>.

These positions are located in the Client Services Pillar. The Administrative Assistant at this level reports to the Chief of Client Services and Knowledge Management Unit.

Responsibilities

The Administrative Assistant in the RSCE will provide support to client mission and office operations by performing a variety of standard administrative processes and will support the execution of varied end inter-related operational and logistical activities ensuring high quality of work.

On behalf of the Service Line the Administrative Assistant supports the Centre as follows:

Ensures implementation of operational strategies of the service line by focusing on full compliance of administrative activities with RSCE rules, regulations, policies and strategies. Provides inputs to the service line's administrative business processes mapping and implementation of the internal standard operating procedures.

Ensures effective and efficient functioning of the service line by maintaining contact with visitors and staff.

Makes arrangement of appointments and meetings including meeting room reservations, compiling and preparing briefing, presentation materials, background information and documentation for meetings.

Supports the service line with leave monitoring and maintaining of leave and absences.

Makes travel arrangements and hotel reservations, processes requests for visa, identification cards and other documents.

Provides administrative support to conferences, workshops, retreats.

Researches statistical data from internal and external sources, preparation of statistical charts, tables and reports.

Follows up on deadlines, commitments, coordination of collection and submission of reports to the Service Line manager.

Assists with archiving and maintenance of the filing system ensuring safekeeping of confidential materials.

Provides support to office maintenance and assets management by maintaining records on assets management, preparation of reports and support in asset certification processes.

Maintains files and records relevant to the service line; maintenance of office stationary supplies and any other related tasks.

Participates in relevant training for administrative staff.

Ensures effective administrative and logistical support by assisting support services provided to all RSCE staff and staff of the client missions.

Supports the administrative officer in drafting and maintaining standard operating procedures (SOPS) and fact sheets for frequently asked questions (FAQs).

Human Resources Management:

Enters, maintains and certifies administrative data and records for time and attendance, performance appraisal, etc. in electronic information systems.

Reviews entitlements-related claims and reports.

Provides advice and guidance to staff with respect to administrative procedures, processes and practices, liaising with central administrative services as necessary.

Maintains and reviews organizational staffing tables; prints and review reports.

General Administration:

Prepares processes and follows-up on administrative arrangements and forms related to the official travel of staff.

Drafts routine correspondence.

Maintains files of rules, regulations, administrative instructions and other related documentation.

Maintains up-to-date work unit files (both paper and electronic).
Coordinates extensively with service lines and liaises frequently RSCE and client mission staff.
Performs other related administrative duties, as required.

Competencies

Professionalism: Shows pride in work and in achievements. Demonstrates professional competence and mastery of subject matter. Is conscientious and efficient in meeting commitments, observing deadlines and achieving results. Is motivated by professional rather than personal concerns. Shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.

Communication: Speaks and writes clearly and effectively. Listens to others, correctly interprets messages from others and responds appropriately. Asks questions to clarify, and exhibits interest in having two-way communication. Tailors language, tone, style and format to match the audience. Demonstrates openness in sharing information and keeping people informed.

Client orientation: Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view. Establishes and maintains productive partnerships with clients by gaining their trust and respect. Identifies clients' needs and matches them to appropriate solutions. Monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems. Keeps clients informed of progress or setbacks in projects. Meets timeline for delivery of products or services to client.

Education

High School Diploma.

Work Experience

A minimum of five (5) years of experience in administrative services, secretarial support or human resources or related area.

Customer service experience in a shared services centre e.g. Call Centre or Contact Centre

Languages

English and French are the working languages of the United Nations Secretariat. For the positions advertised, fluency in English is required; and knowledge of French is desirable.

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

Special Notice

This post is funded for an initial period of one year and may be subject to extension.

The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff.

Female candidates are strongly encouraged to apply for this position.

Staff Members are subject to the authority of the Secretary-General and to assignment by him or her. In this context, all staff are expected to move periodically to new functions in their careers in accordance with established rules and procedures.

United Nations Considerations

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.

The paramount consideration in the appointment, transfer, or promotion of staff shall be the necessity of securing the highest standards of efficiency, competence, and integrity. By accepting an offer of appointment, United Nations staff members are subject to the authority of the Secretary-General and assignment by him or her to any activities or offices of the United Nations in accordance with staff regulation 1.2 (c). In this context, all internationally recruited staff members shall be required to move periodically to discharge new functions within or across duty stations under conditions established by the Secretary-General.

Applicants are urged to follow carefully all instructions available in the online recruitment platform, *inspira*. For more detailed guidance, applicants may refer to the Manual for the Applicant, which can be accessed by clicking on "Manuals" hyper-link on the upper right side of the *inspira* account-holder homepage.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in *inspira* to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.