

Posting Title : TRAVEL ASSISTANT, G6
Job Code Title : TRAVEL ASSISTANT
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 3 January 2023-1 February 2023
Job Opening number : 22-ADM-RSCE-198095-R-ENTEBBE (R)
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 Director RSCE and support offices through the Deputy Director 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>.

The position is in the Regional Service Centre Entebbe (RSCE) in the Client Services Section. The Travel Assistant will report to the Client Services Officer, Client Services Section.

Responsibilities

Within delegated authority, the Travel Assistant will be responsible for ensuring, or carrying out the following duties:

- Provide information about frequency of air services and provides advice to staff and consultants on the most direct and economical airfare rates for such travel as permitted by the rules and regulations.
- Provide information on rates and travel schedules for specific itineraries, as requested for budgeting purposes for programme managers.
- Serve as process expert and client service representative for travel related query cases.
- Participate in the day-to-day query management process in line with agreed controls and procedures, Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).
- Closely work with the client counterparts to resolve client issues.
- Make bookings on the Global Distribution System (GDS), ensure the least expensive fares are used including UN discounts when issuing the tickets by the travel agency, requests.
- Travel Management Contractor (TMCs) to obtain space on flights when required through the airline contacts, obtain group fares, initiates issuance of tickets.
- Arrange for changes or cancellations requested by travelers and reissue tickets, including obtaining reimbursement from airlines, where applicable.
- Convert departure and arrival times, as needed, and identifies class of accommodation corresponding to the nature of the travel, where applicable.
- Examine and pre-audit the official itineraries of staff members, civilian police and military staff, as stated in the travel authorization, in order determine air travel cost entitlement of the proposed official travel of the mission personnel and ensures conformity with established rules, regulations and relevant directives.
- Advise Administrative Office of more efficient and cost-effective routings with regards to more complicated staff itineraries and assists them in making travel plans to take advantage of the benefits to be derived from advance purchases or special promotional fares.
- Advise substantive offices, travelers, plus mission personnel, International Uniformed Personnel (IUP) focal points and Permanent Missions of arrival information of travelers where required, requesting arrangements to be made accordingly for traveler.
- Perform other duties as required.

Competencies

Professionalism: Knowledge of IATA visa requirements and familiarity with United Nations Staff and Financial Rules and Regulations and procedures. 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. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.

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 or equivalent is required.

Job Specific Qualifications

A technical or vocational certificate in the field of business administration, travel and related matters or related fields is required.

Work Experience

A minimum of seven (7) years of progressively responsible experience in travel administration, airline reservations and ticketing including fare construction, identifying difficult and complicated routes at the lowest possible fares are required.

Experience in application of United Nations or similar international organization's Staff Rules and Regulations in an operational environment is required.

Experience in administration of a broad range of travel related entitlements and benefits using Systems Applications and Products (SAP) or Enterprise Resource Planning (ERP) software e.g., Umoja or other similar platforms is required.

Having supervisory experience of an IATA accredited travel agency is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For this position fluency in English is required. 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.

Passing the Global General Service Test (GGST) is a prerequisite for recruitment consideration in the General Services and related categories in the United Nations Secretariat. Applicants who have not passed the GGST at the time of application may be invited for the test after submitting an application. Having passed the Administrative Support Assessment Test [in English] at the United Nations headquarters, Economic Commission for Africa, Economic and Social Commission for Western Asia, United Nations Office at Geneva, United Nations Office at Vienna, International criminal tribunal for Rwanda or International Criminal Tribunal for the former Yugoslavia may be accepted in lieu of the GGST.

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.