

Posting Title : PROTOCOL ASSISTANT, G6
Job Code Title : PROTOCOL ASSISTANT
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 6 February 2024-6 March 2024
Job Opening number : 24-PCL-RSCE-225492-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 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>.

This position is in the Office of the Director, Administration of the Regional Service Centre in Entebbe (RSCE). The incumbent reports to the Administrative Officer in the Front Office of the Director RSCE and supports the protocol/diplomatic related duties, coordinates and supports official visits of UN High Level Delegations and Senior Management Staff and provides related protocol services to RSCE Staff and various UN Entities located in Entebbe, as well as other entities as needed. S/he also supports the smooth operation of the daily activities of the Protocol Office.

Responsibilities

Within delegated authority, the Protocol Assistant will be responsible for the following duties:

1. Prepare and submit Note Verbales, follow up with Ministry of Foreign Affairs (MOFA) and receipt of

responses/documents on the following:

- Briefing on accreditation and access issues; as well as arranging and coordinating special needs and requests of visiting dignitaries such as RSCE officials to use the VIP Lounge at Entebbe International Airport/border entry points.
- Introduction and registration of new RSCE high level staff members assigned to work in Uganda and brief them about protocol matters and local customs.
- Provision of support in organizing meetings for major events, liaison with government officials and delegation representatives, scheduling of appointments with high-ranking official visitors and Director RSCE to meet high Government officials.

2. Assists in liaising with Ministry of Foreign Affairs (MOFA) and drafting of note verbale and receipt/response on following:

- Supporting International Staff to obtain proper documentations related to their status in the host country (work permits, dependent passes, special passes, international/Diplomatic Organization IDs).
- Liaison with the Ministry of Internal Affairs regarding issues of the staff visa and lost Passports.
- Providing assistance to staff member and their families upon installations, assignment, and reassignment to Uganda, including lost baggage claiming and tracking.

3. Tax exemptions for various UN Entities at Entebbe Support Base (MONUSCO Entebbe, OIOS, Ombudsman Office, UNMAS, UNMISS, UNISFA, MINUSCA, Civilian Pre-deployment Training), UN Contractors and Consultants based in Uganda:

- Preparing Note Verbales to the Ministry of Foreign Affairs (MOFA) receipt of response/documents on various matters (Duty free clearance of vehicles: - Transfer of ownerships of vehicles. - Allocation/cancellations of red number plates for all ESB and tenants - Personal effect of staff checking-in. - Clearance of firearms such weapons and ammunitions. - Clearance for Contingent Owned Equipment (COE) - Clearance for the use of Uganda airspace. - Clearance of medical supplies. - Duty free fuel for UN contractors. - Procurement meeting and handling of documents to relevant offices).

4. Support to RSCE staff and clients regarding visa processing:

- Prepare Note Verbales to the Embassies requesting for visa for staff travelling on official duties.
- Prepare to Whom It May Concern letter in case of non-representation of Embassies in Uganda.

- Prepare Note Verbales for cancellations of Passports for Human Remains repatriation.
5. Support to all UN Entities in Africa as needed (SRSGs Office, Chief of Staff, Legal Office; amongst others):
 - Prepare Note Verbales to MOFA on legal issues (investigation cases).
 - Prepare Note Verbales for sale/destruction of UN used properties.
 6. Drafts routine correspondence (congratulations, condolences, apologies, invitations) for signature.
 7. Reviews and maintains the RSCE's Protocol and VIP lists.
 8. Undertakes any additional assignments requested by the Supervisor.

Competencies

Professionalism :

Knowledge and experience in protocol office, budgetary and administrative functions. 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. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

Planning & Organizing - Develops clear goals that are consistent with agreed strategies; Identifies priority activities and assignments; adjusts priorities as required; Allocates appropriate amount of time and resources for completing work; Foresees risks and allows for contingencies when planning; Monitors and adjusts plans and actions as necessary; -Uses time efficiently.

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

Additional/supplemental training and/or certification in customer service relations /client orientation, administration, or related areas is desirable.

Work Experience

At least seven (07) years of relevant experience in protocol services, events management, or related areas is required. The minimum year of relevant experience is reduced to five (5) for candidates who possess a first level degree or higher.

Experience working in a multicultural and/or international work environment is desirable.

Languages

English and French are the working languages of the United Nations Secretariat; a 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.
- This position is open to eligible nationals of Uganda only).
- 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.
- An impeccable record for integrity and professional ethical standards is essential.

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.

Reasonable accommodation may be provided to applicants with disabilities upon request, to support their participation in the recruitment process.

By accepting a letter of appointment, staff members are subject to the authority of the Secretary-General, who may assign them to any of the activities or offices of the United Nations in accordance with staff regulation 1.2 (c). Further, staff members in the Professional and higher category up to and including the D-2 level and the Field Service category are normally required to move periodically to discharge functions in different duty stations under conditions established in ST/AI/2023/3 on Mobility, as may be amended or revised. This condition of service applies to all position specific job openings and does not apply to temporary positions.

Applicants are urged to carefully follow all instructions available in the online recruitment platform, inspira, and to refer to the Applicant Guide by clicking on "Manuals" in the "Help" tile 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.