

Posting Title : TRAVEL ASSISTANT, G5
Job Code Title : TRAVEL ASSISTANT
Department/ Office : Regional Service Centre at Entebbe
Duty Station : ENTEBBE
Posting Period : 10 August 2023 - 8 September 2023
Job Opening number : 23-ADM-RSCE-215651-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>.

This position is located in the Client Services Section at the RSCE under the Department of Operational Support. The Travel Assistant at this level reports to the Client Services Officer.

Responsibilities

The focus of this position is to provide Travel related services within the Service Delivery model of the RSCE. The post provides guidance and direction to the relevant service delivery area with regard to travel related issues and processes.

On behalf of the service line, the Travel Assistant supports the Centre as follows:

- Resolves client queries logged through iNeed within agreed Service Level Agreement.
- Creates work orders in iNeed, monitors work orders, and provides daily reports on ageing analysis. Closes work orders in iNeed.
- Calculates air fare, excess baggage entitlements, terminal expenses, daily subsistence allowance for staff and dependents traveling on missions, etc.
- Calculates airfare for requested destinations, lump sum, and costs for shipment of personal effects.
- Processes DSA advance; and expense reports.
- Provides information to staff and consultants on the most direct and economical route, and plans routings, and itineraries plus the most economical airfare rates for such travel as permitted by rules and regulations.
- Provides information on rates and travel schedules for specific itineraries. Advises on travel issues. Replies to queries to clients.
- Contacts airlines or travel agency to make reservations at least expensive fares, and requests issuance of tickets.
- Arranges tickets for official and training travel; arranges tickets and cargo space for repatriation of Human remains; Arranges tickets for medical evacuation.
- Advises substantive offices, travelers, and other relevant staff of arrival information, requesting arrangement to be made accordingly for traveler.
- Checks entitlements eligibility, approves entitlement leave, calculation of points according to cycles, post travel management, update of leave card, and compilation of staff benefits accruals.
- Processes entitlement travel service as requested by client missions and RSCE Staff.
- Approves payments in UMOJA; monitors payments activities, provides feedback to clients on payments made.
- Performs other 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 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

Work Experience

A minimum of five (5) years of progressively responsible experience in travel administration or related area is required. The minimum years of relevant experience is reduced to three (3) for candidates who possess a first level degree or higher.

A minimum of two (2) years of experience in Enterprise Resource Planning (ERP) software e. g. Umoja or similar is desirable.

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

Experience in a shared service center or similar setup is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in English (both oral and written) 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 position is funded for an initial period of one year and may be subject to extension.

This position is subject to local recruitment pursuant to staff rule 4.4 of the United Nations Staff Rules. All staff in the General Service and related categories shall be recruited in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may have been in the country. A staff member subject to local recruitment shall not be eligible for the allowances or benefits exclusively applicable to international recruitment.

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.

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

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.

