

Posting Title : TRAVEL ASSISTANT, G5
Job Code Title : TRAVEL ASSISTANT
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 13 May 2024-11 June 2024
Job Opening number : 24-ADM-RSCE-234476-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 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>.

This position is located in the Travel Service Line. The Travel Assistant at this level reports to the Service Line Manager.

Responsibilities

The focus of the 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:

- Approves travel and shipment requests for UN-authorized travel for all categories of travelers (staff and their recognized dependents, uniformed personnel, consultants, contractors, meeting participants, etc.)
- Calculates air fare, excess baggage entitlements, and terminal expenses for staff and dependents traveling on missions, etc. using a Global Distribution System (GDS)
- Calculates airfare for staff entitlement travel in the form of a lump sum, and costs for shipment of personal effects in accordance with the relevant UN travel policies, using a Global Distribution System (GDS).
- Provides information to clients on routings and itineraries as permitted by rules and regulations for planning purposes.
- Advises on travel and expense report related issues. Replies to queries from clients.
- Contacts airlines or travel agency to makes reservations in accordance with the UN travel policy, 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 and/or security evacuations.
- Advises substantive offices, travelers, and other relevant staff of arrival information, requesting arrangement to be made accordingly for traveller to the airline or contracted travel agency.
- Assists with the collection and analysis of data as well as preparation of data presentations and reports for information sharing, responding to queries, knowledge management, planning and decision making.
- Performs other duties as required.

Competencies

Professionalism – Knowledge of travel related processing requirements; ability to recognize and act in the face of conflicting priorities. 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.

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.

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.

Education

High school diploma or equivalent is required.

Job Specific Qualifications

A technical or vocational certificate in IATA is required.

Work Experience

A minimum of five (5) years of progressively responsible experience in travel management, including use of a Global Distribution System (GDS), travel rate construction, routing; or related area is required.

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

One (1) year or more of experience in data analytics or related area is desirable.

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

Experience in a shared service center is desirable.

Languages

English and French are the working languages of the United Nations. 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

The United Nations Secretariat is committed to achieving 50/50 gender balance and geographical diversity in its staff. Female candidates are strongly encouraged to apply for this position.

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.