



Generic Job Opening Reference: RSCE/JO/002/08-2018

Issuance Date: 25 August 2018

Deadline Date: 24 September 2018

Type of contract: Fixed Term Appointment

Duration: 1 year (subject to renewal)

Department: Regional Service Centre at Entebbe

Scheduled date for taking up appointment: ASAP

Title: Team Assistant	Grade: GS-4	Duty Station: Entebbe, Uganda
<i>PLEASE NOTE THAT THIS IS A LOCALLY-RECRUITED POSITION, RESTRICTED TO UGANDAN NATIONALS AND/OR LEGAL RESIDENTS OF UGANDA</i>		
Women are strongly encouraged to apply		

- Qualified female candidates will be given priority for selection (DPKO Under-Secretary General's Policy Statement on Gender Mainstreaming).

Organizational Setting and Reporting Relationship.

This position is located within the Education Grants Service Line of the Regional Service Centre Entebbe (RSCE).

The Team Assistant at this level reports to the Service Line Manager.

Main Duties and Responsibilities:

Within delegated authority, the Team Assistant will perform the following duties according to the needs of the service lines within the RSCE:

General Administration:

- Performs data entry functions and drafts responses to routine correspondence and other communications as directed, using standard software document processing packages.
- Assists in researching, compiling and organizing information and reference materials from various sources for reports, work plans, studies, briefings, meetings/conferences, etc.
- Assists in the generation of a variety of reports, work orders, etc., using various databases.
- Screens phone calls and visitors; responds to routine information requests and inquiries (e.g. answers requests requiring file search, etc.), and as necessary, refers inquiries to appropriate personnel for handling.
- Assists in the preparation of presentation materials using appropriate technology and software.
- Maintains calendar/schedules; monitors changes and communicates relevant information to appropriate staff inside and outside the immediate work of the service lines
- Reviews, records, distributes and/or processes mail and other documents; follows-up on impending actions.
- Performs general administrative tasks (e.g. leave and attendance recording, arrangements for meetings and other events, reservations, budget follow-up, etc.), to include preparing and/or processing administrative requests/documents (e.g. requisitions, purchase orders, travel requests, contracts, expenditure authorizations, visa applications, etc.).
- Maintains files (both paper and electronic) and databases for work of the Service Line

- Supports in the maintenance and development of electronic and manual tools used for the records keeping of staff files.
- Assists in description and database updating activities as required.
- Performs initial actions to acquire updated materials.
- Performs digitization functions, including scanning, creating digital objects and postings to designated repositories.
- Research on a range of HR related issues and assist in the preparation of notes/reports.
- Maintain automated database containing HR related statistics and prepare periodic reports.

Human Resources:

- Assist in the determination of staff members' eligibility to entitlements including Education Grants advances and claims, and any other allowances for payments in conformity and adherence to applicable United Nations policies e.g. staff rules, financial regulations and rules, ST/AI issuances or practices, IPSAS policy framework etc. and review and process requests for entitlements and claims
- Assist the service line with the administration and certification on the processing of benefits and entitlements processes in compliance with the Rules and Financial framework, as appropriate.
- Provide advice to internal and external clients on Benefits and Entitlements, Staff Rules and Regulations and HR guidelines and promotes a collaborative and client-oriented approach, as appropriate to the functions of the Service Lines.
- Ensure the accurate and complete submission of claims and entitlements
- Perform HR Administration of Benefits and Entitlements in UMOJA and FSS, and reports on any anomalies.
- Assist in the first-level resolution of queries escalated in iNeed in UMOJA.

Competencies:

- **Professionalism:** Knowledge of human resources, and administration policies, processes and procedures generally and those related to the services provided in a service centre setting. Knowledge of administrative and human resources rules and regulations and ability to research and gather information from a variety of standard sources and to apply good judgment in the context of assignments given. 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.
- **Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.
- **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

- Completion of High School Diploma
- Technical or vocational certificate in the field of human resources management or business administration is highly desirable.

- Proven knowledge of the use of SAP and/or UMOJA is desirable.

Work Experience

- A minimum of four (4) years of experience in human resources management, administrative services or related area is required.
- Experience in application of UN Staff Rules and Regulations related to Human Resources Management in an operational environment, including administration of a broad range of entitlements and benefits using SAP or Umoja is desirable.
- Working experience in an International Organization in human resources management is desirable.

Other Required Skills

- Ability to assimilate and understand technical human resources-related terms;
- Proficiency in the use of MS Office
- Ability to transcribe data in an accurate and speedy manner;
- Ability to identify issues, formulate opinions, draw conclusions and recommendations.

Languages

- English and French are the working languages of the United Nations Secretariat. For the post advertised, fluency in oral and written English is required.

Required documents

- Signed Personal History Profile (PHP) as generated from INSPIRA (visit <https://inspira.un.org> to generate an account and the PHP)
- Latest performance evaluation report (for internal UN Candidates)
- Copy of High School Diploma
- Copies of your highest certificate and diplomas

ADDITIONAL COMMENTS

- This position is funded for an initial period of one year and may be subject to extension. The position is OPEN TO NATIONALS OF UGANDA ONLY.
- All applicants are strongly encouraged to apply using a Personal History Profile (visit <https://inspira.un.org> to generate a PHP) as soon as possible after the job opening has been posted and well before the deadline stated in the job opening.
- PLEASE NOTE THAT ONLY APPLICATIONS SUBMITTED TO THE EMAIL ADDRESS: rsce2-recruitment@un.org WILL BE CONSIDERED. NO HAND-DELIVERED APPLICATIONS WILL BE ACCEPTED.
- PLEASE ENTER THE REFERENCE OF THE JOB OPENING IN THE SUBJECT LINE OF YOUR E-MAIL.
- All documents required MUST be provided at the time of submission. Each applicant must bear in mind that submission of incomplete or inaccurate applications will render that applicant ineligible for consideration for the job opening. Initial screening and evaluation of applications will be conducted based on the information submitted. Applications cannot be amended following submission.
- PLEASE NOTE THAT ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED FURTHER.