

Posting Title : PROTOCOL ASSISTANT, G5
Job Code Title : PROTOCOL ASSISTANT
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 27 April 2023-11 May 2023
Job Opening number : 23-PCL-RSCE-207813-J-ENTEBBE (O)
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, of the Regional Service Centre in Entebbe (RSCE). The incumbent reports to the Senior Protocol Assistant in the Front Office of the Director RSCE and provides executive protocol assistance and she/he is responsible for the completion of a variety of specialized activities ensuring the smooth functioning of the day-to-day protocol work, such as providing support in planning, and organizing meetings, conferences, events, and visits; arranging passes, assisting with accreditations procedures.

Responsibilities

Main Duties and Responsibilities

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

1. Provide support to the Administrative Officer in planning, and organizing meetings, conferences, and events at the Regional Service Centre in Entebbe.
 - Schedules conference rooms; prepares invitations.
 - Prepares the list of participants, coordinates seating arrangements.
 - Arranges security/entry passes; handles other arrangements as required.
 - Assembles, copies, and distributes background papers and agenda.
 - Inspects conference room to ensure preparation before the meeting and after and works with relevant sections/units to insure satisfactory preparation of facilities.
 - Distributes reports or minutes of meetings.

2. Provide support to the Administrative Officer in organizing various protocol tasks, such as:
 - Prepares invitations, coordinate with other offices.
 - Assists and support International Staff based in Entebbe to obtain proper documentations related to their status in the host country (work permits, dependent passes, special pass, international/Diplomatic Organization IDs).
 - Liaise with the Ministry of Internal Affairs regarding issues of the staff visa and lost Passports.
 - Provides assistance to staff members and their families upon installations, assignment, and reassignment to Uganda, with lost baggage claiming and tracking Updates the supervisor about the status of completion of required procedures.
 - Informs the supervisor of any problem that may arise and assist with its resolution.
 - Receives all incoming protocol correspondence, documents, condolences and invitations and other receptions.
 - Dispatches them to the relevant parties and informs the supervisor.
 - Carefully proofreads the letters and notes, which come from the other Sections and makes corrections, as appropriate, to the salutations of the notes, as well as the addresses of the letters.

3. Assists in liaising with Ministry of Foreign Affairs (MOFA) and drafting of note verbale and receipt/response on following:
 - Performs other preliminary checks for accuracy and completeness.
 - Drafts notes Verbals, and routine correspondence (Duty free clearances, congratulations, condolences, apologies, invitations) for signature.
 - Assists and support all UN Missions in Africa and the United Nations with their requests to the Government of Uganda and the RSCE.
 - Organizes and maintains the Mission's Protocol and VIP lists and the filing system.

- Provides explanation of protocol procedures and working methods to staff and relevant parties.
- Undertakes any additional assignments requested by the Supervisor.

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. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas 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.

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. Builds consensus for task purpose and direction with team members. 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 shortcoming.

Education

High school diploma or equivalent is required. Knowledge and experience in protocol office, budgetary and administrative functions is highly recommended.

Job Specific Qualifications

Work Experience

At least five (05) years of relevant experience in protocol services, events management, or related areas is required.

Languages

English and French are the working languages of the United Nations Secretariat. For the position advertised, 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 position is temporarily available for 364. If the selected candidate is a staff member from the United Nations Secretariat, the selection will be administered as a temporary assignment.
- Subject to the funding source of the position, the eligibility for this temporary job opening may be limited to candidates based at the duty station.
- While this temporary assignment may provide the successful applicant with an opportunity to gain new work experience, the selection for this position is for a limited period and has no bearing on the future incumbency of the post.

This position is subject to local recruitment pursuant to staff rule 4.4 of the United Nations Staff Rules. Applicants for positions in the General Service and related categories must be authorized to work for the United Nations in the duty station where the position is located. Eligible applicants selected from outside the duty station are responsible for any expenses in connection with their relocation to the duty station. Staff members subject to local recruitment are not eligible for 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.

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.

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.

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.