

Posting Title : Travel Officer, P3
Job Code Title : TRAVEL OFFICER
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 7 September 2021-20 September 2021
Job Opening number : 21-ADM-RSCE-163414-J-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://iseek-newyork.un.org/dos/rsce>

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

Responsibilities

The Travel Officer reports to the Service Line Manager. Guidance regarding the overall approach to work is given. Completed work is reviewed for attainment of objectives. The

incumbent has signatory authority of an assigned amount.

The incumbent provides travel related services within the Travel Service Line of the Regional Service Center Entebbe (RSCE). S/he provides guidance and direction to the Service Line Under the supervision of the Service Line Manager, the incumbent is responsible for the following duties:

- Oversee travel related services for RSCE client missions.
- Monitor the work of the Travel Administrators (TAs), Travel and Shipment Approvers (TSAs), Travel Processing Officers (TPOs) and the Contracts Management and Reporting Unit (CMRU) in the service Line.
- Provide guidance on travel administration policies and practices.
- Coordinate with other stakeholders i.e., Finance, Human Resources and Quality Assurance teams in ensuring that travel needs of RSCE Client Missions are adequately served.
- Verify services rendered by the Travel Management Contractors (TMCs) are satisfactory and in accordance with the signed contracts.
- Ensure that the quotations provided for airline tickets are at the most competitive market prices.
- Monitor Travel Dashboard and ensure completeness and accuracy of data.
- Compile and analyze RSCE client mission travel related reports.
- Coordinate with Travel Claims Processors (TCPs) in the RSCE on cross cutting issues
- Liaise with Client Service Delivery Pillar (CSDP) on queries sent through iNEED and the responses to clients.
- Coordinate with RSCE client missions to discuss details of complex travel requests and provide support on issuances of travel related broadcasts.
- Assist the Service Line Manager in supervising the day-to-day functions of the Service Line and coordinating travel related matters for RSCE Clients.
- Act as a Certifying Officer under Rule 105.5 of Financial Regulations and Rules of the United Nations.
- Perform other duties as required.

Competencies

Professionalism: Demonstrates knowledge of the UN Editorial and Correspondence Manual. Demonstrates mastery of administrative functions. Demonstrates knowledge of protocols and security requirements and ability to plan ahead and quickly adjust programs. Demonstrates understanding of multicultural and gender requirements and ability to apply UN rules, regulations, policies and guidelines in work situations. Demonstrates ability to manage multiple tasks and processes simultaneously in a fast-paced and pressured environment. 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.

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.

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; demonstrates openness in sharing information and keeping people informed.

Education

Advanced University Degree (Master Degree), preferably in the field of business administration, travel, transport, and related fields is required. A first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of the advanced university degree.

Work Experience

At least five (5) years of progressively responsible professional experience working with complex travel operations is required.

Experience working in a United Nations common system field operation (inclusive of peacekeeping, special political missions and UN agencies, Funds and Programmes) or similar international organization or non-governmental organization in a conflict or post-conflict setting is required.

Experience working with Staff Regulations and Rules, Financial Regulations and Rules, and procedures of the United Nations System or similar large international organization is desirable

Languages

English and French are the working languages of the United Nations Secretariat. For this post fluency in English is required. Knowledge of French is desirable.

Assessment

Evaluation of qualified candidates may include an assessment exercise.

Special Notice

This position is temporarily available.

While this temporary appointment 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.

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.

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.