

Posting Title : TRAVEL ASSISTANT (Temporary Job Opening, Two positions), G5
Job Code Title : TRAVEL ASSISTANT
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 24 January 2020-03 February 2020
Job Opening number : 20-ADM-RSCE-130510-J-ENTEbbe (M)
Staffing Exercise : N/A

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Org .Setting And Reporting

The Regional Service Center in Entebbe (RSCE) is a shared service centre based in Entebbe, Uganda. We consolidate administrative and support functions previously located in various field missions in a less volatile, more family friendly regional location, with the goal of providing efficient, client-orientated and scalable services while reducing the missions' footprints to UN field missions across Africa. For more information, please visit <https://rsce.unmissions.org>.

These positions are located in the Financial Services and Compliance Monitoring (Cashier Service Line) and Client Services (Client Support Unit) Sections respectively. The Travel Assistant at this level reports to the Chief of Unit.

Responsibilities

Within delegated authority, the Travel Assistant will carry out the following duties:

- Calculates airfare and avail itineraries based on information from the GDS and work closely with travel management companies contracted by United Nations Secretariat.
- Process Travel Requests, expense reports and shipment requests as required for all travel types.
- Calculates airfare for requested destinations, lump sum; and costs for shipment of personal effects.
- 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 the 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.
- Arrange tickets and cargo space for repatriation of human remains; Arrange tickets for medical evacuation.
- Advises substantive offices, travelers and other relevant staff of arrival information, requesting arrangements to be made accordingly for traveler.
- Responds to queries received from Client Service Pillar under the escalation mechanism assigned for specific action related to travel transaction processing.
- Review entitlement travel details as approved by HR partner to reconfirm compliance with travel policy.
- Processes entitlement travel as requested by Client Missions and RSCE.
- Perform other duties as and when required by the Supervisor.

Competencies

- **Professionalism:** Assists in the arrangements for official travel and transportation for all personnel serving in the RSCE and its Client Missions in prompt/timely settlement of expense reports. Assists in providing travel-related information to all staff members. Takes action on the more complex travel cases and related issues with a view towards minimal cost to the RSCE. 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.
- **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

High school diploma or equivalent is required. An additional qualification in travel is desirable.

Work Experience

- A minimum of five (5) years of progressively responsible experience in travel administration or related area is required.
- Experience working in travel administration including international travel and transportation requirements, travel fare construction, routings, travel reimbursement and shipping practices or related area in within an international organization or non-governmental organization - in a conflict or post-conflict setting is required.
- Experience with airline reservation systems (SABRE/ AMADEUS/APOLLO/GALILEO) and web-based applications such as Enterprise Resource Planning system (ERP) or equivalent in an international setting is desirable.
- Experience in a shared service center is desirable.

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. Knowledge of another official United Nations language is desirable.

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by a competency-based interview.

Special Notice

- These positions are temporarily available until 30 June 2020. If the selected candidate is a staff member from the United Nations Secretariat, the selection will be administered as a temporary assignment.
- 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.
- 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.
- Staff members of the United Nations common system organizations who will reach the

mandatory age of separation or retirement within the duration of the current temporary need period are not eligible to apply. Submitting an application or selection for the current temporary job opening does not delay or increase the mandatory age of separation.

- Retirees above the mandatory age of separation who wish to be considered for the current temporary job opening must indicate the reason for their last separation as "retirement." Such retirees shall not be employed by the Organization, unless (a) the operational requirements of the Organization cannot be met by staff members who are qualified and available to perform the required functions; and (b) the proposed employment would not adversely affect the career development or redeployment opportunities of other staff members and represents both a cost-effective and operationally sound solution to meet the needs of the service.

- 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.

- 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.

- This position is open to nationals of Uganda or legal residents of Uganda only.

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.

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.