

Posting Title : TRAVEL ASSISTANT, G6  
Job Code Title : TRAVEL ASSISTANT  
Department/ Office : Regional Service Centre at Entebbe  
Location : ENTEBBE  
Posting Period : 1 July 2021-15 July 2021  
Job Opening number : 21-ADM-RSCE-158222-J-ENTEBBE (M)  
Staffing Exercise : N/A

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

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### **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 Client Services within the Client Services and Relations. The Travel Assistant at this level reports to the Client Services Officer.

### **Responsibilities**

Within delegated authority, the Travel Assistant will be responsible for ensuring, or carrying out the following duties:

- Provides information about frequency of air services and provides advice to staff and consultants on the most direct and economical airfare rates for such travel as permitted by the rules and regulations.
- Provides information on rates and travel schedules for specific itineraries, as requested for budgeting purposes for programme managers.
- Makes bookings on the Global Distribution System (GDS), ensures the least expensive fares are used including UN discounts when issuing the tickets by the travel agency, requests Travel Management Contractor (TMCs) to obtain space on flights when required through the airline contacts, obtain group fares, initiates issuance of tickets.
- Arranges for changes or cancellations requested by travelers and reissue tickets, including obtaining reimbursement from airlines, where applicable.
- Converts departure and arrival times, as needed, and identifies class of accommodation corresponding to the nature of the travel.
- Examines and pre-audits the official itineraries of staff members, civilian police and military staff, as stated in the travel authorization, in order determine air travel cost entitlement of the proposed official travel of the mission personnel and ensures conformity with established rules, regulations and relevant directives.
- Advises Administrative Office of more efficient and cost-effective routings with regards to more complicated staff itineraries and assists them in making travel plans to take advantage of the benefits to be derived from advance purchases or special promotional fares.
- Advises substantive offices, travelers, plus mission personnel, International Uniformed Personnel (IUP) focal points and Permanent Missions of arrival information of travelers where required, requesting arrangements to be made accordingly for traveler.
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- Performs other duties as required.

### **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. [Add gender indicator here].

**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.

**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

## **Work Experience**

A minimum of seven (7) years of experience in airline reservations and ticketing including fare construction, identifying difficult and complicated routes at the lowest possible fares are required.

Having experience in Supervisory level of an IATA accredited travel agency is desirable.

Experience in administration of a broad range of travel related entitlements and benefits using Systems Applications and Products (SAP) or Enterprise Resource Planning (ERP) software e. g. Umoja or similar platform is required.

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

Experience in a shared services center is desirable.

## **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 until 30 December 2021.

If the selected candidate is a staff member from the United Nations Secretariat, the selection will be administered as a temporary assignment.

This position is vacant due to the temporary assignment of the regular incumbent to another office/organization. Extension of appointment/assignment of the selected candidate will be contingent on the return of the incumbent who maintains a lien against this post. The selected candidate is expected to start as soon as possible.

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.

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.

### **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.