



**Job Opening Reference:** RSCE/GJO/014/06/2017

**Issuance Date:** 30 June 2017

**Deadline Date:** 30 July 2017

**Type of contract:** Fixed Term Appointment

**Duration:** 1 year (subject to renewal)

**Department:** RSCE

**Scheduled date for taking up appointment:** ASAP

<b>Title: Travel Assistant</b>	<b>Grade: GS-5</b>	<b>Duty Station: Entebbe, Uganda</b>
<b><u>PLEASE NOTE THAT THIS IS A LOCALLY-RECRUITED POSITION, RESTRICTED TO UGANDAN NATIONALS AND/OR LEGAL RESIDENTS OF UGANDA</u></b>		
<b>Women are strongly encouraged to apply</b>		

- 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 in the Regional Service Centre Entebbe (RSCE). The Travel Assistant at this level reports to the Chief of Unit.

#### **1. Main Duties and Responsibilities:**

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

- Calculates airfare, excess baggage entitlements, terminal expenses, daily subsistence allowance for staff and dependents traveling on missions etc.
- Calculates airfare for requested destinations, lump sum; and costs for shipment of personal effects.
- Processes Daily Subsistence Allowance (DSA) advance; and expense reports
- 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 from clients in iNeed, monitors and provides daily reports on ageing analysis, escalating where necessary, as well as closing tickets in iNeed.
- Checks entitlements eligibility, approval of entitlement leave, calculation of points according to cycles, post travel management, update of leave information and compilation of staff benefits accruals.
- Raises travel authorizations (PT8).
- Processes entitlement travel as requested by Client Missions and RSCE.

- Approves payment in Umoja, Monitors payment activities and Fund Commitments, and provides feedback to clients on payments made.
- Perform other duties as and when required by the Supervisor.

## 2. 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.

## 3. Qualifications required to perform the assigned duties of the post.

### 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 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 an advantage.

#### **ADDITIONAL IMPORTANT COMMENTS.**

**Please note that failure to comply with the below will render your application invalid for this process.**

1. All applicants must apply using a Personal History Profile generated from INSPIRA (visit <https://inspira.un.org> ) as soon as possible after the job opening has been posted and well before the deadline stated in the job opening.
2. All applications must be accompanied by the following which MUST be provided at the time of submission:
  - Signed Personal History Profile (PHP) as generated from INSPIRA (visit <https://inspira.un.org> to generate an account and the PHP) submitted as a PDF or JPEG attachment to the document.
  - Latest performance evaluation report (for internal UN Candidates).
  - Copy of High School Diploma.
  - Copies of other relevant certificates and diplomas.
3. PLEASE NOTE THAT ONLY APPLICATIONS SUBMITTED TO THE EMAIL ADDRESS: [rsce2-recruitment@un.org](mailto:rsce2-recruitment@un.org) WILL BE CONSIDERED. NO HAND-DELIVERED APPLICATIONS WILL BE ACCEPTED.
4. PLEASE ENTER THE REFERENCE OF THE JOB OPENING IN THE SUBJECT LINE OF YOUR E-MAIL.
5. Evaluation of qualified candidates will include an assessment exercise which may be followed by competency-based interview.
6. 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 on the basis of the information submitted. Applications cannot be amended following submission.
7. 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 AND / OR LEGAL RESIDENTS OF UGANDA ONLY.
8. PLEASE NOTE THAT ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED FURTHER.