

Vacancy No:	VA/UNSSC/012/2024
Post Title:	Office Assistant, G4
Organizational Unit:	Integrated Business Centre
Duty Station:	Turin, Italy
Duration:	1 year; extensions are subject to satisfactory performance and availability of funds
Deadline for applications:	09 May 2024

At the United Nations System Staff College (UNSSC), the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. UNSSC is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

Organizational Context:

The United Nations System Staff College (UNSSC) is dedicated to serving the learning and knowledge needs of the UN system and partner organizations. We create first-rate learning experiences grounded in the bedrock values of multilateralism and dignity for all enshrined in the UN charter. Participants in our programmes rely on UNSSC to enhance their knowledge and skills across leadership and management, sustainable development, and peace and security. UNSSC is headquartered in Turin, Italy with an office in Bonn, Germany.

The United Nations System Staff College operates through two distinct but interdependent departments: 1) Learning and Knowledge Services (LKS), and 2) Integrated Business Services (IBC). The IBC adds value to the relationship between UNSSC, its clients and donors through integrated support to UNSSC's Directorate and programmes in a manner that optimizes quality and agility of services; facilitates compliance with UN rules and regulations; leverages business insight and service opportunities; while making use of innovative technologies to increase efficiency and impact, thus contributing to positioning UNSSC as a centre of excellence and top provider of learning services for UN personnel within the UN system.

Responsibilities

Reporting to the Deputy Director at the IBC, the incumbent is responsible for providing a wide range of office support and administrative functions in support of the Deputy Director and the provision of services to external clients at the IBC, such as:

- Respond and draft responses to routine correspondence and other communications; respond to information requests and inquiries; review, log and route incoming correspondence;
- Use standard word processing package to produce a variety of documents and reports;
- Proofread documents and edit texts for accuracy, grammar, punctuation and style, and for adherence to established standards for format;
- Screen phone calls and visitors; respond to information requests and inquiries and as necessary, refer inquiries to appropriate personnel for handling;
- Provide logistical and general secretarial support services in preparation for and at meetings, retreats, and events; including preparation of background material and documentation, recording minutes and action points, as well as arranging for venues, accommodation, meeting services, and participants' support as required;
- Support in maintaining and managing data about engagements and key performance indicators in corporate platforms such as the CRM;
- Assist in the preparation of presentation materials using appropriate technology/software;
- Facilitate relations with internal counterparts across business and administrative units; vendors and service providers;
- Maintain calendars/schedules; monitors changes and communicates relevant information to appropriate staff inside and outside the immediate work unit;
- Review, record, distribute and/or process mail and other documents; follow-up on impending actions;
- Provide general office assistance;
- Process administrative requests/documents (e.g. requisitions, purchase orders, travel requests, contracts, expenditure authorizations, visa applications, etc.).
- Maintain files (both paper and electronic) and databases for the work unit.
- Performs other duties as assigned.

Qualifications required

High school diploma or equivalent is required.

Work Experience

- At least four (4) years relevant experience working as Programme Assistant or in an office support function is required;
- Experience in providing logistical and administrative support to online and in-person meetings / events is required;
- Experience as advanced user of Microsoft Teams and SharePoint is required. User experience with some or all of the following is desirable: Enterprise resource-planning tools (ERP), Customer Relationship Management Systems (CRM), Learning Management Systems (LMS), and PowerBI.
- Experience in an international environment is desirable.

Languages

Proficiency in English is required. Knowledge of Italian and/or other official UN languages is desirable.

Competencies

Professionalism: In-depth knowledge of programme administration procedures and practices and ability to apply them in an organizational setting. Demonstrates use of initiative and makes appropriate linkages in work requirements and anticipates next steps. 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.

Planning & Organizing: 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; tailors language, tone, style and format to match audience.

Client Orientation: Considers all those to whom services are provided to be “clients”

and seeks to see things from clients' point of view; establishes trust-based relationships with others; identifies and monitors clients' needs to anticipate problems; keeps clients informed of progress or setbacks; meets deadlines.

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.

Accountability: Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within the prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; takes personal responsibility for his/her own shortcomings.

Creativity: Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; takes calculated risks on new and unusual ideas; thinks "outside the box"; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.

Commitment to Continuous Learning: Actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.

Technological Awareness: Keeps abreast of available technology; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

Submission of applications

The application (in English) should include the following:

- a duly completed, updated and signed P11 form (<http://www.unssc.org/sites/unssc.org/files/p11un.doc>)
- a motivation letter elaborating in a concise style why you consider yourself qualified for this position; and

Please apply through the online application form available at:

<https://www.unssc.org/about/employment-opportunities>