



## Open to Internal/External Candidates

## VACANCY ANNOUNCEMENT

<b>VACANCY ANNOUNCEMENT:</b>	<b>VA-GSC-17-18 (010)</b>
<b>DATE OF ISSUANCE:</b>	<b>05 September 2017</b>
<b>DEADLINE FOR APPLICATIONS:</b>	<b>18 September 2017</b>
<b>POST TITLE AND LEVEL:</b>	<b>Human Resources Assistant (GS-6)</b>
<b>DUTY STATION:</b>	<b>Brindisi, Italy</b>
<b>SECTION/UNIT:</b>	<b>Central Service/Human Resources Section</b>

The Human Resources Assistant will report to the Chief of Unit, Human Resources.

**Duties and Responsibilities:**

Within delegated authority, the Human Resources Assistant will be responsible for the following duties:

**Travel and visa processing**

- Reviews and approves entitlements for all travel, e.g., airfare, excess baggage entitlements, terminal expenses, airfreight entitlements, daily subsistence allowance for staff and dependents on traveling on missions, etc.
- 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;
- Contacts travel agency to make reservations at least expensive fares, and requests issuance of tickets;
- Arranges for changes or cancellations requested by travelers and has tickets reissued, including obtaining reimbursement, where applicable;
- Reviews travel claims and supporting documentation for completeness, accuracy and validity, ensures that entitlements are in conformity with Staff Rules.
- Refers discrepancies back to Administrative and /or Certifying Officers for clarification and possible correction;
- Coordinate the issuance of UN travel documents, i.e. UN Laissez-Passers, UN Certificates for consultants and contractors and UN family certificates for the dependents of staff members;
- Coordinates with the various Consulates and the host government Ministries of Foreign Affairs regarding the provision of transit visas and resident visas respectively.
- Prepare documentation with regard to competitive bidding for travel and/or visa courier services and liaises with the Procurement Unit in respect of such contractor services.

**Recruitment and placement**

- Reviews job openings for the Unit ensuring that the evaluation criteria and responsibilities are in line with the approved or classified documents.
- Ensures the completion of onboarding formalities for new recruits;
- Provides inputs into development of Human resources policies and procedures on onboarding and travel related matters. Advises staff and selected candidates on visa procedures and requirements.

**Administration of entitlements and benefits**

- Interprets, explains and administers travel entitlements and benefits in line with conditions of service, staff regulations and rules; provides advice, guidance and information to management and staff on the application and implementation of Human Resources policies, procedures, regulations and rules concerning travel entitlements and benefits;
- Reviews and processes entitlements and benefits related actions in HRIS/ERP, making appropriate recommendations where exception is required.
- Supervises and monitors the work of Human Resources Assistants in carrying out travel related administrative transactions;
- Monitors issues on conditions of service of staff and advises the supervisor of any developments;
- Conducts research and prepares written responses to queries related to Human Resources matters.

**General**

- Supervises the maintenance of automated databases and the centralized reference and filing systems.
- Undertakes research on a range of Human Resources related issues and prepares notes/reports.
- Conducts research on precedents, policy and procedures.
- Supervises compilation and preparation of statistical reports on travel related issues.
- Provides general office support services; processes, drafts, edits, proofreads and finalizes for signature/approval, a variety of correspondence and other communications; performs budget preparation input monitoring and implementation in HRIS/ERP, etc.; sets up and maintains files/records (electronic and paper);
- Prepares written response to queries concerning Human Resources related matters.
- Trains and provides supervision to new and lower-level staff in the unit.

- Performs other duties as required.

## **COMPETENCIES:**

**Professionalism:** Knowledge of the human resources policies, 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. Show pride in work and in achievements; demonstrates professional competence and mastery of subject achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects 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 and 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; used time efficiently.

## **MINIMUM QUALIFICATIONS AND SKILLS**

**Education:** High school diploma or equivalent is required.

**Experience:** A minimum of seven (07) years of progressively experience in human resources managements, administrative services or related area is required. Experience in application of UN Staff Rules and Regulations in operational environment is desirable, including administration of a broad range of entitlements and benefits. Experience in diagnosing and analyzing travel related issues and recommending travel solutions is required. Experience with official protocol procedures would be an asset.

**Languages:** English and French are the working languages of the United Nations Secretariat. Fluency in English (both oral and written) is required.

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**The United Nations is an Equal Opportunity Employer. In an effort to improve the gender balance within the organization, female candidates are strongly encouraged to apply.**

Interested internal candidates who possess the relevant qualifications and experience, should submit an up-to-date UN Personal History Form (P.11) and an application for vacancy (form P296) with a copy of the two latest e-Performance quoting **VA-GSC-17-18 (010)** by email only to: [ungsc-hr@un.org](mailto:ungsc-hr@un.org)

External candidates who are either EU nationals or possess the right to live and work in Italy and possess the relevant qualifications and experience should also submit their UN Personal History Form (P.11) quoting **VA-GSC-17-18 (010)** by email only to: [ungsc-hr@un.org](mailto:ungsc-hr@un.org).

Shortlisted candidates might be invited for a competency based interview and/or undertake a preliminary assessment.

**Please indicate VA- GSC-17-18 (010) in the subject line of your e-mail.**

**APPLICATIONS MUST BE RECEIVED BY THE DEADLINE: 18 September 2017.**