POST TITLE: ADMINISTRATIVE/PROGRAMME ASSISTANT

UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism

This service contract has an Initial duration of contract 4 months, on a part time basis.

OVERVIEW OF THE FUNCTIONS OF THE POST

This position is located in IIEP’s Buenos Aires Office. Under the overall authority of the Head of Office of IIEP Buenos Aires and immediate supervision of Administrative and Finance Officer of IIEP Buenos Aires (Office for Latin America and the Caribbean), and within the framework of IIEP’s mandate and Medium-Term Strategy, the Administrative Assistant provides office and administrative support in the organization and delivery of programme activities and projects for the training unit and RED project.

DUTIES AND RESPONSIBILITIES

- Responds to enquiries and refers them to the specialist/service concerned; follows up on routine and/or outstanding matters and routes information and queries as appropriate; provides relevant and accurate information to supervisor(s) and colleagues in a timely manner; make appointments, receives visitors and fields telephone calls in a courteous manner and assists callers in obtaining information and services they need.
- Liaises with various internal services to obtain additional information/clarifications to fully respond to external inquiries. Provide guidance to short-term/temporary staff on general office processes and procedures, automated systems, computer applications, (20%).
- Prepares a variety of administrative documentation using examples or templates; initiates administrative procedures and ensures follow-up, including payment follow-up in collaboration with the AO/EO Office.
- Informs team members of specific administrative processes and related procedures to support planning and timely and coordinated execution of work; follows-up and alerts team members of outstanding payments, timeframes and bottlenecks.
- Performs general administrative tasks such as leave and attendance recording; maintains files (both paper and electronic) and databases for work units and assists in providing software and office equipment support. (30%)
- Organizes official meetings, events and workshops by booking venues, equipment and providing other related logistical support.
- Organizes official travel; receives accurate instructions and makes travel arrangements; tracks and prepares itinerary and agenda; facilitates travel by providing/clarifying information and preparing the necessary documentation such as visa applications.
- Provides administrative support for the events; collates/ formats information and data for presentation in final form; informs participants; organizes the distribution of documentation; collects minutes/information/documentation and prepare associated documentation. (20%)
• Receives, analyses, sorts, registers and distributes correspondence and documents; updates and maintains large distribution lists and process requests for data and reports; determine the importance and priority of documents received and follows-up.
• Drafts correspondence and emails; reviews, proofreads and edits outgoing correspondence according to standard practices and protocol ensuring proper grammar, spelling and punctuation; recommends changes/corrections; organises translations of documents.
• Maintain information systems and databases in both physical and electronic media by recording, updating and retrieving information, documentation and data. Assist in the preparation of presentation materials using appropriate technology/software. (20%)
• Additional activities that may be required to ensure the success of the work team. (10%)

COMPETENCIES (Core)
Accountability (C)
Communication (C)
Innovation (C)
Knowledge sharing and continuous improvement (C)
Planning and organizing (C)
Results focus (C)
Teamwork (C)

For detailed information, please consult the UNESCO Competency Framework

REQUIRED QUALIFICATIONS

Education
• Completed secondary, technical or vocational school.

Work Experience
• A minimum of three (3) years of relevant work experience in administrative and/or secretarial tasks in programme support services.

Skills & Competencies
• Good interpersonal and communication skills, including ability to draft correspondence and correct documents.
• Good organizational, coordination and filing skills.
• Ability to work as part of a team, to take initiative and to provide quality and timely support and services.
• Discretion and capacity to deal efficiently and tactfully with people of different cultural backgrounds.
• Flexibility to adjust work schedules and priorities. Capacity to work under pressure.
• Good ICT skills with proficiency in the use of MS Office (Outlook, Word, Excel, PowerPoint etc.).

Languages
• Excellent knowledge of English and very good knowledge of Spanish.

DESIRABLE QUALIFICATIONS

Education
• Specialized training/certification in secretarial, administrative or related fields.

BENEFITS AND ENTITLEMENTS

UNESCO’s salaries consist of a basic salary and other benefits which may include if applicable: 30 days annual leave, family allowance, medical insurance, pension plan etc.
For full information on benefits and entitlements, please consult our Guide to Staff Benefits.
SELECTION AND RECRUITMENT PROCESS

Please note that all candidates must provide complete and accurate information. To apply, please send your CV in UNESCO format and a personal motivation letter to: ibavacantes@iiep.unesco.org

The subject of the mail should be: AAP

No modifications can be made to the application submitted.

The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview.

UNESCO uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates.

Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided.

UNESCO recalls that paramount consideration in the appointment of staff members shall be the necessity of securing the highest standards of efficiency, technical competence and integrity. UNESCO applies a zero-tolerance policy against all forms of harassment. UNESCO is committed to achieving and sustaining equitable and diverse geographical distribution, as well as gender parity among its staff members in all categories and at all grades. Furthermore, UNESCO is committed to achieving workforce diversity in terms of gender, nationality and culture. Candidates from non- and under-represented Member States (last update here) are particularly welcome and strongly encouraged to apply. Individuals from minority groups and indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the highest level of confidentiality. Worldwide mobility is required for staff members appointed to international posts.

UNESCO does not charge a fee at any stage of the recruitment process.