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## JOB POSTING DETAILS

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<b>Posting Title:</b>	<b>Protocol Assistant, GL-5</b>
<b>Job Code Title:</b>	<b>Protocol Assistant</b>
<b>Opening Number:</b>	<b>UNMHA-Hudaydah-2019-NJO-025</b>
<b>Department/Office:</b>	<b>The United Nations Mission to Support the Hudaydah Agreement</b>
<b>Location:</b>	<b>Amman, Jordan</b>
<b>Type of Contract:</b>	<b>Temporary Appointment</b>
<b>Duration of Contract:</b>	<b>Six months with possible extension</b>
<b>Posting period:</b>	<b>24 November – 22 December 2019</b>

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

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### **Special Notice:**

This position is being advertised for advance planning purposes pending formal approval of the relevant funding and staffing structures for a duration of 6 months. An appointment may be terminated, or post level adjusted in accordance with the Staff Rules for such reasons as abolition of post or reduction of staff or committee funding approvals, for example in the event that the funding for the post is not approved or the mandate of the mission is not extended.

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.

### **Org. Setting and Reporting:**

The Protocol Assistant will be based in Amman, Jordan and will report to the Human Resources Officer in Amman.

### **Responsibilities:**

Performs a wide range of office-support, administrative and protocol-related functions.

Arrange for the notification of the host country government upon arrival of new staff members and their dependents, the issuance of diplomatic identity cards and personal identification numbers. Prepare and submit notification of departure to the relevant host country department for

those leaving the country. Process renewals of the diplomatic identity cards upon their expiry as required. Monitor and follow-up delays with the relevant host government department (s).

Ensure timely processing for the issuance and renewals of re-entry passes/visa for staff members and their dependents, consultants and meeting participants. Monitor and follow up delays with the relevant host government department(s).

Ensure timely processing of:

- (a) registration of new vehicles purchased officially as well as privately by privileged staff members and their dependents;
- (b) transfer/disposal of the above-mentioned vehicles;
- (c) the issuance and retrieval of number plates for the above-mentioned vehicles. Monitor and follow up delays with the relevant host country department(s).

Ensure timely processing of official Value added Tax (VAT) exemptions, annual VAT blanket exemptions for official/staff members accounts and individual staff members' V.A.T. claims. Monitor and follow up delays with the relevant host country department(s).

Assist the Supervisor in maintaining of up-to-date, accurate and consistent records, standard operating procedures and guidelines to staff on the processing of entry permit, visas and residency as well as provide induction to newly deployed staff members and observers.

Draft correspondence, note verbal, covering letters and complete relevant applications for visa/residency visa. Organizes and maintains the Mission's visa lists, documents and the filing system.

Act as focal point for liaising between staff members/observers and embassies, Ministry of Foreign Affairs (MOFA), Ministry of Interior (MI) and police stations.

Facilitate communication between mission staff and the local communities and translate official document from English to Arabic and vis versa, with clarity and precision.

Informs the supervisor of any problem that may arise and assists with its resolution.

Perform any other duties as may be assigned from time to time.

## **Competencies:**

**Professionalism:** Ability and experience across a broad range of administrative functions, which should include budget/work program, human resources and database management; Knowledge and application of the UN systems and Staff Regulations and Rules; A high degree of commitment to ensure the proper use of the Organization's resources; Proven capability to put all the above knowledge to work, working, independently with a high degree of responsibility; 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.

**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.

**Planning and Organizing:** Develops clear goals that are consistent with agreed strategies; Identifies priority activities and assignments and 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 and uses time efficiently.

### **Education:**

A High school or equivalent diploma is required. A technical or vocational certificate in administrative services, finance, human resources, business administration or personnel management is desirable.

### **Work Experience:**

A minimum of five (5) years of experience in administrative services, travel or related area is required. Strong interpersonal and diplomacy skills, and the ability to work with others and issues sensitively are required. At least one (1) year of working experience in an international organization is desirable. Experience working with Enterprise Resource Planning (ERP) systems such as SAP is desirable.

### **Languages:**

English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in English and Arabic (both oral and written) is required.

### **Assessment Method:**

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

### **United Nations Considerations:**

The United Nations shall place 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. (Charter of the United Nations - Chapter 3, article 8). The United Nations Secretariat is a non-smoking environment.

**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.