

Call for Expression of Interest

Post Title:	Human Resources Associate	Duty Station:	Madrid, Spain
Reference:	UNWTO/HHRR/CFE/07/HHRR/2020	Start Date:	As soon as possible
Area/Type:	IV / 3C	Duration:	Twelve months
Department:	Human Resources	Deadline for Applications:	31 March 2020 (Deadline extended)
Contractual Status:	Service Contract		

DUTIES AND RESPONSIBILITIES

The **World Tourism Organization (UNWTO)** is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism.

UNWTO is currently looking for a **Human Resources Associate** for its **Human Resources Department**. The Human Resources Department is responsible for the recruitment, administration and training of UNWTO personnel, as well as the administrative functions related thereto.

Under the supervision of the Manager *ad interim*, Human Resources, the incumbent performs the following duties:

1. Prepares contracts and monitors their status, reviews contract requests against internal policies and rules; liaises with other departments to clarify requests and/or provide relevant information;
 2. Monitors, updates and audits leave to ensure the validity, accuracy and timeliness of information; produces relevant reports and provides relevant advice to personnel;
 3. Prepares and maintains personnel files ensuring that all documentation is appropriately filed in the corresponding sequence;
 4. Updates and monitors human resources databases, ensuring that data has been correctly inputted based on agreed standardised formats; monitors and updates centralised logs and electronic records for entitlements administration;
 5. Provides administrative support in all areas of human resources, ensuring that arrangements are made for related activities and assists in preparing correspondence and documentation based on standard formats;
 6. Drafts general correspondence, documents, tables and reports from plain and corrected copy, ensuring correct format, grammar and presentation in accordance with UNWTO's correspondence guidelines; undertakes research on relevant topics, when required;
 7. Assists with archiving and the creation of new files; retrieves correspondence and documents, and assembles files for meetings;
 8. Screens telephone calls and visitors, provides information and answers general queries;
 9. Performs other duties as required.
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REQUIREMENTS

- Academic**
- University degree in human resources management, public or business administration, psychology, social sciences or a field related to the activities of the department; a university degree in another discipline may be accepted *in lieu* if it is pertinent to the requirements of the post and in combination with relevant professional experience.
- Experience**
- Minimum of three years of progressively responsible professional experience in human resources, general administration or a field related to the activities of the department.
- Languages**
- Fluency in English is essential;
 - Fluency in Spanish is a strong asset;
 - Good working knowledge of another of the official languages of the Organization (Arabic, French or Russian) is an asset.
- Computer Skills**
- Computer literacy in Microsoft Office software and Windows 7;
 - Good knowledge of human resources databases and related computer-automated tools;
 - Good knowledge of Microsoft Sharepoint applications is an asset.
- Other Skills and Competencies**
- Demonstrated experience in a customer-service role;
 - Problem-solving skills;
 - Flexibility and willingness to multi-task;
 - Tact, accuracy and discretion;
 - Good drafting skills and knowledge of research tools;
 - Good interpersonal skills and ability to work harmoniously in a multicultural environment;
 - Previous experience in the United Nations or another international organization is an asset.

Remuneration and Other Conditions The monthly remuneration of the selected candidate would be **EUR 1,400**. The Service Contract holder will be affiliated to the UNWTO health insurance plan (co-shared scheme in conformity with the Organization's procedures). The Organization will contribute 13% of the aforementioned monthly remuneration to the individual's pension scheme.

Application Procedure Interested applicants are requested to complete the [Online UNWTO Personal History Form](#). Please note that UNWTO will only accept applications received through our web-based system. Applications sent by other means (e.g. post, email, etc.) or received after the deadline indicated above, will not be taken into consideration.

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- **As per UNWTO's policy on contractual mechanisms, the maximum length of service for Service Contracts shall be limited to three years, extendable on an exceptional basis up to a total of four years;**
 - Candidates who do not receive any feedback within three months of the deadline should consider their application as unsuccessful;
 - Short-listed candidates may be asked to take a competitive exam and/or interview as part of the final phase of the selection process. These candidates will be contacted directly for this purpose;
 - **There is no guarantee either that the initial contract will be renewed or that a career appointment within UNWTO will subsequently be offered. Any extension beyond the advertised duration is subject to the availability of funds and necessities of service.**