

Call for Expression of Interest (Roster)

Associated Titles:	Senior Administrative Services Specialist Administrative Services Associate Administrative Associate	Duty Station:	Madrid, Spain
Reference:	UNWTO/HHRR/CFE/19/HHRR-R3/2020	Start Date:	To be determined
Area:	III - General Administration	Duration of contract:	Up to 24 months
Department:	To be determined	Deadline for Applications:	Ongoing
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 interested candidates to be part of its **Roster** of service contract holders in the area of **General Administration** under the following associated titles: **Senior Administrative Services Specialist and Administrative Services Associate**. Considering the demands of the work programme of the Organization, these positions are assigned to specific departments performing a variety of both standard and specialized administrative processes, ensuring high quality and accuracy of work with a client and results-oriented approach.

Functional Responsibilities

Under the direct supervision of the designated supervisor, the incumbent will be responsible for some of the following key functionalities, which may vary depending on the assigned department:

Senior Administrative Services Specialist

- Oversees management of premises including contracted services, office supplies and procurement layout and maintenance;
- Advises on delivery of specialized administrative support related to procurement and/or supply including service contracting and insurance related to office operations.

Administrative Services Specialist

- Analyses administrative services needs to support specific business operations encompassing travel, transport, supply and/or communication;
- Compiles/analyses data on administrative services performance against organizational needs;
- Organizes reporting systems on administrative services delivery;
- Provides support in analysis of major service delivery programmes.

Administrative Associate

- Supervises provision of general administrative services;
- Oversees quality of service delivery related to timeliness and relevance to business needs;
- Advises management on service process adaptation and evolution;
- Provides specialized process delivery in a specific administrative service, ensuring consistency and timeliness of delivery;
- Reviews specific service needs against established procedures, processes requests for

- servicing, anticipating timing and delivery issues;
- Reviews specific needs in a relatively simple operational or procedural environment;
- Ensures consistency in delivery against established service standards.

Note: The functions indicated above are generic and may not always be applicable, nor comprehensive, for all positions under the associated job titles.

REQUIREMENTS

Academic and Professional Experience

Following a vetting process, the successful candidates would be placed in one of the following types of assignment depending on the academic and professional experience:

Type of Assignment	Academic	Professional Experience
Type 2A/2B	Secondary school education level, preferably supplemented by university courses in a field related to the activities of the department.	Minimum of two years of professional experience in a field related to the activities of the department.
Type 3A/3B/3C	University degree in 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.	Minimum of three years of progressively responsible professional experience in a field related to the activities of the department.
Type 4A/4B	University degree in 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.	Minimum of four years of professional experience in a field related to the activities of the department.

Type 5A/5B

Advanced university degree (Master's degree or equivalent) in a field related to the activities of the department; an advanced 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.

Minimum of five years of professional experience in a field related to the activities of the department-

- Languages**
- Fluency in English is essential;
 - Fluency in another official language of the Organization may be required;
 - Good working knowledge of another of the official languages of the Organization (Arabic, French, Spanish or Russian) is an asset.
- Computer Skills**
- Computer literacy in Microsoft Office software and Windows 10.
- Other Skills and Competencies**
- Excellent communication skills;
 - Planning and organizing skills;
 - Flexibility, tact and discretion;
 - Ability to work harmoniously with people in an international environment;
 - Previous experience in the United Nations or another international organization would be a strong asset.

Note: The requirements indicated above are generic and may not always be applicable, nor comprehensive, for all positions under the associated job titles.

Remuneration and Other Conditions

The monthly remuneration of the selected candidate would be in the base range of **EUR 1,400 – EUR 3,000**, depending on the type of assignment, previous professional experience, skills and competencies. 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.

Procedure of application and Evaluation of applicants

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.

All related documentation, e.g., curriculum vitae, should be attached to the Online UNWTO Personal History Form.

Candidates will be evaluated based on the following methodologies:

Stage 1 – Establishing a roster

All applicants will initially be screened against the minimum requirements as specified above. Those candidates meeting the minimum requirements will be invited to a competitive exam and/or interview. Following the competitive examination, successful candidates will be included in the roster for a period of two

years, in one of the “types” indicated above. Your membership in the roster is only valid at the level of the job title for which you are rostered and the associated titles at that level. **In addition, the inclusion in the roster does not guarantee a contract with UNWTO.**

Stage 2 – Evaluation and mechanism for a specific assignment

When a request for services arise, individuals in the roster shall be contacted and provided with the terms of reference of the position. Individuals will be requested to confirm their interest, availability and dates of the assignment, as well as the remuneration level.

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- **As per UNWTO’s policy on contractual mechanisms, the maximum length of service for Service Contracts shall normally be limited to three years, extendable on an exceptional basis up to a total of four years;**
 - **Only candidates short-listed will subsequently be contacted.** 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.**