# Call for Expression of Interest

**Post Title:** Human Resources Associate  
* (Several positions may be filled)  
**Reference:** UNWTO/HHR/CFO/37/HRRR/2021  
**Area/Type:** IV / 3B  
**Department:** Human Resources  
**Contractual Status:** Service Contract  
**Duty Station:** Madrid, Spain  
**Start Date:** As soon as possible  
**Duration:** Twelve months  
**Deadline for Applications:** 05 September 2021

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 overall supervision of the Chief, Human Resources, the incumbent performs the following duties:

1. Performs a wide range of office support and administrative functions in the area of entitlements and benefits, recruitment, learning and development or human resources policy and advice;

2. Responds and drafts responses to routine correspondence and other communications; produces a wide variety of documents and reports;

3. Monitors processes and schedules related the department’s outputs, products, tasks, etc.; assists in the verification of receipt and accuracy of requisite documents, approvals, signatures, etc. to ensure compliance with relevant policies, financial and other requirements;

4. Researches, compiles and organizes information and reference materials from various sources for reports, work plans, studies, briefings, meetings/conferences, etc;

5. Generates a variety of standard statistical and other reports, work orders, etc., using various databases. Updates and maintains tracking/spreadsheets as necessary; coordinates information with team members;

6. Provides secretarial, administrative and logistics support to meetings, boards, committees, conferences, etc.;

7. Reviews, records, distributes and/or processes mail and other documents; follows-up on impending actions;

8. Performs general administrative tasks (e.g. leave and attendance recording, arrangements for meetings and other events, reservations, budget follow-up, etc.), to include preparing and/or processing administrative requests/documents (e.g. requisitions, purchase orders, travel requests, contracts, budget authorizations, visa applications, etc.);

9. Performs other duties as required.
REQUIREMENTS

Academic
▪ First-level university degree in human resources management, social sciences or a related field.

Experience
▪ Minimum of three years of relevant professional experience.

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, Chinese, French or Russian) is an asset.

Computer Skills
▪ Computer literacy in Microsoft Office software and Windows 10;
▪ Knowledge of HR databases and tools is a strong asset.

Other Skills and Competencies
▪ Flexibility and willingness to multi-task;
▪ Ability to plan and organise;
▪ Problem-solving skills;
▪ Ability to handle a large volume of work in an efficient and timely manner;
▪ Tact, accuracy and discretion;
▪ A customer-service orientation;
▪ Good drafting skills and knowledge of research tools;
▪ Good interpersonal skills and ability to work harmoniously in a multi-cultural environment;
▪ Previous experience in the United Nations or another international organization would be a strong asset.

Remuneration and Other Conditions
The monthly remuneration of the selected candidate would be in the base range of EUR 1,500 – EUR 1,800, depending on 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.

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.

▪ 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.