

Vacancy No:	VA/UNSSC/025/2024
Post Title:	IBC Service Desk Associate, G6
Organizational Unit:	UNSSC Integrated Business Centre, Administrative Services
Duty Station:	Bonn, Germany
Duration:	1 year; extensions are subject to satisfactory performance and availability of funds
Deadline for applications:	12 December 2024

At the United Nations System Staff College (UNSSC), the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. UNSSC is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

Organizational Context:

The United Nations System Staff College (UNSSC) is dedicated to serving the learning and knowledge needs of the UN system and partner organizations. We create first-rate learning experiences grounded in the bedrock values of multilateralism and dignity for all enshrined in the UN charter. Participants in our programmes rely on UNSSC to enhance their knowledge and skills across leadership and management, sustainable development, and peace and security. UNSSC is headquartered in Turin, Italy with an office in Bonn, Germany.

The United Nations System Staff College operates through two distinct but inter-dependent departments: 1) Learning and Knowledge Services (LKS), and 2) Integrated Business Services (IBC). The IBC adds value to the relationship between UNSSC, its clients and donors through integrated support to UNSSC's Directorate and programmes in a manner that optimizes quality and agility of services; facilitates compliance with UN rules and regulations; leverages business insight and service opportunities; while making use of innovative technologies to increase efficiency and impact, thus contributing to positioning UNSSC as a centre of excellence and top provider of learning services for UN personnel within the UN system.

Responsibilities

Reporting to the UNSSC Chief of Administrative Services, the incumbent will act as Bonn-based focal point for providing office support to the UNSSC Bonn office and coordinating administrative services to external clients in line with UNSSC operating procedures. These duties will be performed in close collaboration with the Head of Office.

Specific responsibilities include:

1. Support to Office Management and General Administration

1. Provide comprehensive office management and administrative support for all Bonn-based UNSSC teams.
2. Coordinate office space allocation, set up offices with furniture and equipment.
3. Maintain an inventory of all UNSSC property in Bonn, including furniture, technical equipment, and UNSSC gadgets for course participants and clients; liaise with all corporate vendors.
4. Administer stock of office supplies and stationery and purchase additional items as needed.
5. Screen all incoming office communications, maintain the shared office account and calendar, bring correspondence to the attention of relevant colleagues, and take further action where needed.
6. Draft formal correspondence in German and English as requested.
7. Ensure effective communications and administrative support to the office.

2. Contracts Administration

1. In coordination with UNSSC Procurement, negotiate with vendors, suppliers, clients, and other stakeholders to finalize contract terms for Bonn-based services, ensuring the best possible conditions for the organization while adhering to UN rules and regulations.
2. Keep track of contract deadlines, deliverables, and obligations to ensure all parties fulfil their contractual commitments; address any non-compliance issues and resolve issues.
3. Manage conference room bookings through the UN Bonn booking system.
4. Facilitate information sharing with UNSSC Administrative Services and Programmes teams; liaise with Bonn-based UN Organizations and local providers for office, equipment, furniture, and protocol matters related to UNSSC colleagues in Bonn.

5. Attend Committee for Common Operations Management Meetings (CCOM) for all UN Bonn-based agencies and represent the interests of UNSSC.
6. Maintain the filing system and ensure the safekeeping of confidential materials – both physical files and digital files on shared drives and SharePoint; perform duties with discretion and integrity.

2. Support to Financial Management and Budgeting

1. Under the guidance of the Head of the UNSSC Office in Bonn, ensure that resources are allocated efficiently to support office operations.
2. Ensure timely payment of bills and invoices to vendors and service providers inside and outside the UN.
3. In coordination with UNSSC Procurement, research, identify and compare new services, suppliers, and vendors that can add value to the office's needs and efficiency; Create purchase, contract, and travel requests for the office.
4. Request and follow up on travel arrangements for staff members and expert speakers, including transportation arrangements, DSA, and visa requirements as needed.
5. Compile, calculate, and submit all required invoices processed for UNSSC to German vendors to the Federal Central Tax Office for VAT redemption.
6. Translate formal documents into German, including proposals, contracts, agreements, and reports.

3. Support to Human Resources Management and Employees

1. Facilitate the onboarding process of new colleagues; Provide all necessary information to new hires well in advance, such as housing search, registration with the city hall, and registration with the municipal transportation facility; liaise with security for security checks and issuance of access badges, include new hires in all recurring office meetings, provide a basic induction, and introduce them to the rest of the colleagues.
2. Act as a focal point for communication and operations between UNSSC and the German Federal Foreign Office (Auswärtiges Amt) regarding visa applications for new staff members and UNSSC course participants.
3. Proofread, correct, and complete documents in German for Associate Fellows to renew their visas/stay permits and liaise with the immigration office as needed.
4. Prepare TORs and contract requests; draft evaluations and other necessary documents for Learning Portfolio Managers and process all related claims for payment accordingly.

5. Calculate workdays and process claims for payment for all Bonn-based Associate Fellows, International Consultants, and Interns to ensure timely payments.
6. When requested, serve as a member of the Interview and Selection Panel (ISP) for UNSSC staff selection process; act as a desk reviewer to read and assess applications for various positions.

Perform other duties within functional profile as assigned and deemed necessary for the efficient functioning of the office and the Organization.

Qualifications required

Education

High school diploma or equivalent is required.

Experience

At least six years of progressively responsible administrative and/or programme support experience is required. Experience in the usage of computers and office software packages (MS Word, Excel, etc), experience in handling of web-based management systems (ERPs) is required. Experience at the international level is an asset.

Languages

Excellent knowledge of English and German (required). Knowledge of other languages is an asset.

Competencies:

Professionalism: Shows pride in work and in achievements; Demonstrates professional competence and mastery of subject matters; Is conscientious and efficient in meeting commitments, observing deadlines; Is motivated by professional rather than personal concerns; Shows persistence when faced with difficult problems or challenge; Remains calm in stressful situations.

Communication: Proven ability to speak and write clearly; ability to tailor language, tone, style and format to match audience; ability to listen to others, correctly interpret messages from others and respond appropriately.

Teamwork: Ability to establish and maintain effective working relations with colleagues and partners with sensitivity and respect for diversity; demonstrated ability to work collaboratively with colleagues to achieve organizational goals and to place team agenda before personal agenda.

Planning and Organizing: Good organization and co-ordination skills to plan and execute actions in response to changing needs; Ability to advise on issues and priorities related to the team's activities, and to take responsive initiatives. Ability to

organize and delegate work and to supervise staff.

Accountability: Takes ownership for all responsibilities and honors commitments; Delivers outputs for which one has responsibility within prescribed time, cost and quality standards; Operates in compliance with organizational regulations and rules; provides oversight and takes responsibility for delegated assignments; Takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

Client Orientation: Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; Establishes and maintains productive partnerships with clients; Identifies clients’ needs and matches them to appropriate solutions; Monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; Keeps clients informed of progress or setbacks in projects; Meets timeline for delivery of product or services to client.

Submission of applications

The application (in English) should include the following:

- a duly completed, updated and signed P11 form (<http://www.unssc.org/sites/unssc.org/files/p11un.doc>)
- a motivation letter elaborating in a concise style why you consider yourself qualified for this position; and

Please apply through the online application form available at:

<https://www.unssc.org/about/employment-opportunities>