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# **Collective agreement on the new generic job descriptions for the National Professional Officer and General Service categories in non-headquarters <sup>1</sup> duty stations and their introduction**

**Between the International Labour Office and the ILO Staff Union**

## ***Preamble***

The International Labour Office's (ILO) strength depends on having a competent and committed workforce capable of delivering the International Labour Organization's (ILO)'s mandate and responding effectively to constituents.

The Office values its staff and places the highest priority on the principles of fairness and equity, consistency, efficiency, objectivity and transparency. As such, the Office is committed to ensuring that staff have an up-to-date, relevant and grade-appropriate job description, based on the principle of equal pay for work of equal value and the United Nations Common System job classification standards, as established by the International Civil Service Commission (ICSC).

In recognition of the work required to support the delivery on the ILO's mandate, a new job description framework encompassing job families and generic job descriptions for National Professional Officer and General Service regular budget positions in non-headquarters duty stations has been approved. This framework will provide the tools and procedures to optimally staff the Office while offering wider career path opportunities. Nonetheless, regardless of the source of funding, the Office remains committed to ensuring that the grading of all positions is coherent and consistent throughout the Organization and is appropriate to the level of duties assigned.

This agreement describes the new generic job descriptions and sets out the process for their introduction for the National Professional Officer and General Service categories in all ILO non-headquarters duty stations.

The Office and the ILO Staff Union (the parties) agree to the following:

## ***Article 1***

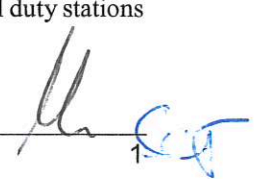
### **Definitions**

#### ***Generic job description***

A generalized statement describing the key duties and responsibilities and the minimum requirements of education, experience, languages and competencies at each grade level within a job family and established in accordance with Article 2.6 of the Staff Regulations.

<sup>1</sup> For the purpose of the collective agreement, non-headquarters duty stations refers to all duty stations outside Geneva.

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The grade attached to each generic job description is based on the ICSC common system job classification standards.

*Job family*

A job family belongs within a particular occupational group and is a collection of related jobs covering a common field of work whose level of responsibility and complexity increase with grade level.

*Generic job title*

A job title which describes the main intent of the job.

*Organizational setting*

The work unit where the job is situated with a brief description of the role of the work unit.

*Main purpose*

A summary statement on the main role of the job, indicating the position to whom the incumbent reports as well as the level of supervision received. If the job has supervisory responsibility over staff, this will also be mentioned here.

*Working relationships*

The main internal and external contacts and the nature of these contacts.

*Key duties and responsibilities*

The main and continuing duties typically assigned to a job in a specific job family at a specific grade level. All job descriptions contain the duty "Perform other relevant duties as assigned", which allows other specific relevant work to be assigned that shall not materially change the main purpose of the job.

*Minimum requirements*

The minimum requirements comprise the education, experience, languages and competencies (technical and behavioural) required to perform the job.

*Equivalent experience*

The substitution of relevant work experience for university level education. Appendix 1 provides more detail.

*Serving officials*

For the purposes of this agreement, the term "serving officials" refers to officials in the National Professional Officer and General Service category under regular budget positions in non-headquarters duty stations, holding a fixed-term or without-limit-of-time contract on the effective date of xxx.



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## Article 2

### Scope

The generic job descriptions introduced in this agreement shall apply to National Professional Officer and General Service regular budget positions in non-headquarters duty stations.

## Article 3

### Job families

The field generic job descriptions covered by this agreement are grouped into eight job families as follows: (1) communication and information management; <sup>2</sup> (2) drivers; (3) finance; (4) general administration and office support/administration and operations; <sup>3</sup> (5) human resources; (6) information technology; (7) messengers; and (8) programme. The generic job descriptions can be found in Appendix 3.

## Article 4

### Grade levels

The following table indicates the grade levels within each job family.

Job family	Grade levels
Communication and information management assistants	G5-G7
Communication and information management officers	NOA-NOC
Drivers	G2-G3
Finance assistants	G5-G7
Finance officers	NOA
General administration and office support assistants	G3-G7
Administration and operations officers	NOA-NOC
Human resources assistants	G5-G7
Human resources officers	NOA-NOB
Information technology assistants	G5-G7
Information technology officers	NOA
Messengers	G2
Programme assistants	G5-G7
Programme officers	NOA-NOC

<sup>2</sup> Encompasses the previous Communication and Public Information Assistants, Library Documentation Assistants and National Officer Library and Information Management job families.

<sup>3</sup> Encompasses the previous administrative assistants, secretaries, clerks, receptionists and telephone operators and finance and administrative officers job families.

## **Article 5**

### Sections of the generic job descriptions

Each job description comprises the following sections: generic job title, job family, grade and individual sections as follows: organizational setting; main purpose; working relationships; key duties and responsibilities; minimum requirements, which include education, experience, languages and competencies (technical and behavioural).

## **Article 6**

### Assigning generic job descriptions to serving officials

Details of the process for assigning the new generic job descriptions to existing officials can be found in Appendix 2.

Wherever the grade allocated to a job as a result of the introduction of the new generic job descriptions is higher than the existing grade, the higher grade will be awarded to the incumbent with effect from the date of the assignment of the new job description to them.

Wherever the grade allocated to a job as a result of the introduction of the new generic job descriptions is lower than the existing grade, the incumbent will retain their personal grade without prejudice.

## **Article 7**

### General provisions

This agreement shall become effective on the date of signature by both parties and will be implemented by means of an IGDS.

In the event that a change is needed in the content of a generic job description such as in relation to a structural change, a new system or a change in a process, the parties shall consult accordingly, and the relevant generic job descriptions shall be updated.

The terms and provisions of this agreement shall not be suspended, modified, cancelled or otherwise amended except by means of a written agreement signed by the parties. Either party may terminate this agreement by giving six months' notice in writing to the other party. At least one consultation between the parties should be held prior to either party sending a written notification of termination of the agreement to the other.

In the event of a difference of opinion in the interpretation or application of this agreement, the matter shall be submitted to the Review Panel, as per Article 7 of the Recognition and Procedural Agreement signed between the parties on 27 March 2000.

Geneva, 25 July 2019

Signed :

  
MARK LEVIN  
International Labour Office

Signed :

  
ILO Staff Union

Ms. Comte-Tiberghien

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## Appendix 1

### Educational requirements and equivalencies for National Professional Officer positions

#### 1. Educational requirements

The educational requirement and minimum number of years of experience defined in the new generic job descriptions G5–G7 and NOA–NOC levels across job families are as follows:

Grade	Minimum educational requirement	Minimum number of years of relevant work experience
NOA	University degree (Bachelor's or equivalent) in a field relevant to the job.	Two years of professional work experience
NOB	University degree (Bachelor's or equivalent) in a field relevant to the job.	Three years of professional work experience
NOC	University degree (Bachelor's or equivalent) in a field relevant to the job.	Five years of professional work experience
G5	Completion of secondary education.	Five years of xxx-related work experience
G6	Completion of secondary school education. Training in a xxx-related area.	Six years of xxx-related work experience
G7	Completion of secondary school education. Training in a xxx-related area.	Seven years of xxx-related work experience

Only degrees from accredited institutions in the World Higher Education Database (WHED) (<https://www.whed.net/home.php>) or the UNESCO World List of Universities and other Institutions of Higher Education (<http://www.unesco.org/education/educprog/wche/pwlist.htm>) will be considered.

#### 2. Equivalency in experience

For candidates applying for a National Professional Officer vacancy, and for officials requesting a reclassification to the National Professional Officer category through Circular No. 6/639, who do not possess a university degree, equivalent experience will be considered.

The ILO will apply the standard of three years for a university degree (Bachelor's or equivalent) and use a ratio of **two years' experience equals one year's education** to calculate equivalency for a university degree.

Equivalency will be **six years' experience** relevant to the job description/vacancy notice in addition to the minimum number of years indicated in the job description/vacancy notice (commensurate with the duties in the job description).

For candidates applying for a National Professional Officer vacancy, and for officials requesting a reclassification to the National Professional Officer category through Circular No. 6/639, who do not possess a university degree, but who possess a diploma or certificate from post-secondary school education, equivalent experience will be considered. Instead of needing six years of relevant experience (equivalency for a university degree), four years of relevant experience will be required. If the candidate or official has multiple diplomas or certificates from post-secondary school education, the requirement of four years of relevant experience will not be reduced.

This information is summarized in the following table.

Grade	Education and experience required	Equivalency requirement for officials/applicants who do not possess a university degree or post-secondary diploma	Equivalency requirement for officials who possess a post-secondary diploma
NOA	University degree (Bachelor's or equivalent) in a field relevant to the job + Two years of professional work experience indicated in the job description/vacancy notice (commensurate with the duties in the job description)	Completion of secondary school + <b>Six years</b> of relevant work experience (equivalency for a university degree) + Two years of professional work experience indicated in the job description/vacancy notice (commensurate with the duties in the job description)	Completion of secondary school + Diploma/certificate from post-secondary education + <b>Four years</b> of relevant work experience (equivalency for a university degree) + Two years of professional work experience indicated in the job description/vacancy notice (commensurate with the duties in the job description)
NOB	University degree (Bachelor's or equivalent) in a field relevant to the job + Three years of professional work experience indicated in the job description/vacancy notice (commensurate with the duties in the job description).	Completion of secondary school + <b>Six years</b> of relevant work experience (equivalency for a university degree) + Three years of professional work experience indicated in the job description/vacancy notice (commensurate with the duties in the job description)	Completion of secondary school + Diploma/certificate from post-secondary education + <b>Four years</b> of relevant work experience (equivalency for a university degree) + Three years of professional work experience indicated in the job description/vacancy notice (commensurate with the duties in the job description)
NOC	University degree (Bachelor's or equivalent) in a field relevant to the job + Five years of professional work experience indicated in the job description/vacancy notice (commensurate with the duties in the job description).	Completion of secondary school + <b>Six years</b> of relevant work experience (equivalency for a university degree) + Five years of professional work experience indicated in the job description/vacancy notice (commensurate with the duties in the job description)	Completion of secondary school + Diploma/certificate from post-secondary education + <b>Four years</b> of relevant work experience (equivalency for a university degree) + Five years of professional work experience indicated in the job description/vacancy notice (commensurate with the duties in the job description)

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## Appendix 2

### Assigning generic job descriptions to serving officials

The process for assigning the generic job descriptions to serving officials, as indicated in Articles 1 and 6, is as follows:

#### 1. **Informing officials:**

- Broadcast to officials to announce the introduction of the generic job descriptions including a link to the full text of the generic job descriptions, which will be posted simultaneously on the intranet in English, French and Spanish.

#### 2. **Assigning job description to officials:**

- Each official will be sent a letter from HRD with the assigned new generic job description. Information contained in IRIS on the current position occupied by the official will be used to determine the appropriate job description.
- By return receipt, officials will acknowledge that she/he has received and read the letter and assigned job description.

#### 3. **Clarifications sought by officials:**

The Regional HR Partner will provide clarifications on the job family and/or on the grade level as per the official's request. Such clarification will be on the reasoning for the assigned job description or any follow up action open to the official but will not involve a technical evaluation.

##### On the job family

Each official may take the opportunity to seek clarification from the Regional HR Partner on the assigned job family no later than two months following receipt of the generic job description. Following clarification and discussion, either the initial job description will be confirmed as appropriate or a new generic job description at the same grade in a job family deemed more appropriate will be assigned. The Regional HR Partner will provide a written response no later than three months following the initial clarification request, either confirming the initial job description or providing the official with a new job description.

##### On the grade level

Each official may take the opportunity to seek clarification from the Regional HR Partner on the grade level no later than two months following receipt of the generic job description. The Regional HR Partner will provide a written response no later than three months following the initial clarification request, either confirming the grade level or providing information on the procedure for submitting a request for grade review in accordance with Circular No. 6/639.

#### 4. **Request for review of job**

An official may, at any time submit a request for review of his/her own job in accordance with the conditions set out in Circular No. 6/639, using the new generic job description as the basis for the grade review.

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**5. Support measures for serving officials**

If a serving official requires specific support to be able to perform the duties assigned to them, the Office Director, in cooperation with the Regional HR Partner, will ensure that such support is provided to the official and reflected in the performance appraisal report. This support could include but is not limited to training, coaching and on-the-job learning.

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## Appendix 3

### Generic job descriptions

**Generic title:** Communication and Information Management Assistant  
**Job family:** Communication and Information Management Assistants  
**Grade:** G5

### 1. Organizational setting

This position is located in the ....., work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ...  
[DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides a range of specialized communication and information management support services. The incumbent works in an efficient, effective and client-oriented manner to support promotion, advocacy, media relations, events management, research, publication, documentation and information management activities in compliance with ILO communication strategies at national, and/or regional and global levels. The incumbent performs at a fully operational level, requiring correct application of related, rules, regulations, policies, procedures and guidelines.

The position works under the supervision of [... indicate title of the position]. Supervision received is focused on the timeliness of process execution and the quality of outputs. The incumbent works with a moderate degree of independence. Work is reviewed for correctness in the application of applicable standards.



### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to provide support and exchange information on specialized processes, issues related to service delivery and on the correct application of established standards. The incumbent regularly liaises with and receives guidance from the regional communication unit and the information management services at headquarters.

External contacts are primarily with the media, general public, academic institutions, service providers, and counterparts in United Nations (UN) agencies and other international organizations to seek or provide information on activities and a range of communication and information products.

### 4. Key duties and responsibilities

1. Provide specialized support for the development and dissemination of communication and information products and services ensuring compliance with applicable standards. Assist senior management with the internal communications in the Office.
2. Keep up to date with ILO world of work themes and developments.

  
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3. Provide documentation services and maintain and update webpages, databases and web content management systems, classifying information in compliance with applicable standards. Liaise with staff and managers for technical content, information on activities and issues of key importance.
4. Prepare and review communication and information products for layout and design in compliance with applicable standards.
5. Conduct media reviews and disseminate relevant news within the Office and to Regional Office, HQ and other concerned parties as required.
6. Liaise with media outlets and journalists to provide information on upcoming meetings and special events including on accreditation and other procedures governing media coverage of ILO events. Maintain and update a media contacts/distribution list.
7. Source information from a variety of sources and respond to general inquiries and requests in a timely manner.
8. Keep abreast of changes to communication and information management methods, techniques, tools, standards and guidelines and share information with concerned parties.
9. Participate in the organization of meetings, conferences, campaigns and other events by providing administrative support and ensuring the availability and dissemination of materials.
10. Prepare inputs, run reports and extract and compile data and present information to support analysis and reporting needs.
11. Provide administrative and office support services including drafting general correspondence, initiating and following up on administrative actions, processing requests for translation and printing.
12. Perform other relevant duties as assigned.

## 5. Minimum requirements

### Education

Completion of secondary school education.

### Experience

Minimum of five years of office support work experience including in communication or information management support services.

### Languages

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### Knowledge and Competencies (technical and behavioural)

Knowledge of communication and/or information management techniques.

Knowledge of multimedia techniques and platforms.

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Knowledge of producing and using multimedia products.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable rules, regulations, policies and procedures.

Ability to code and classify information in accordance with standards.

Ability to adapt quickly to new software and systems including for updating websites, desktop publishing, graphic design.

Ability to search for information from a variety of sources and respond to requests for information.

Accuracy and attention to detail and skills in the design, layout and formatting of documents.

Drafting and web writing/editing skills.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.



**Generic title:** Senior Communication and Information Management Assistant

**Job family:** Communication and Information Management Assistants

**Grade:** G6

### 1. Organizational Setting

This position is located in the ....., work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT].

### 2. Main purpose

As a team member, the incumbent provides senior level communication and information management support and is responsible for performing, completing and/or overseeing specialized support services. The incumbent works in an efficient, effective and client-oriented manner to support promotion, advocacy, media relations, events management, research, publication, documentation and information management activities in compliance with ILO communication strategies at national, and/or regional and global levels. The incumbent ensures the correct application of communication and information management rules, regulations, policies, procedures and guidelines. The incumbent evaluates and provides inputs into the design and development of improved communication and information management services and delivery processes.

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on facilitating service delivery, ensuring that agreed results are achieved and that work is coordinated and integrated with related services. Work assignments are generally carried out under minimum supervision with the incumbent operating with a high degree of independence, particularly on operational delivery matters. Work is reviewed for feasibility of recommendations and correctness of end results.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to collaborate on assignments, provide support and guidance for the resolution of complex issues in compliance with applicable standards. Contacts are also to coordinate activities with other units for the delivery of interrelated services. The incumbent regularly liaises with and seeks and receives guidance from the regional communication unit and the information management services at headquarters.

External contacts are primarily with the media, general public, academic institutions, service providers, and counterparts in United Nations (UN) agencies and other international organizations to share information on ILO activities, coordinate and follow up on pending issues and the production of communication and information products, and contribute to resolving complex communication-related matters.

  
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#### 4. Key duties and responsibilities

1. Undertake and complete specialized support services in a range of communication and information management areas encompassing promotion, advocacy, media relations, events management, research, publication, documentation and information management activities. Assist senior management with the internal communications in the Office.
2. Keep up to date with ILO world of work themes and national and regional priorities.
3. Identify communication and information management needs and discuss requirements for specific assignments with staff and managers. Provide support for the design and development of communication and information products to best reflect key messages and target different audiences.
4. Develop, by compiling information from a range of different sources and/or review communication and information products, verifying accuracy of information and ensuring correct layout and design in compliance with applicable standards.
5. Conduct media reviews and searches for information to identify news on relevant ILO subjects. Disseminate within the Office and to the Regional Office, HQ and other concerned parties as appropriate.
6. Provide documentation services and ensure the maintenance and update of webpages, databases and web content management systems, classifying information and ensuring consistency and compliance with applicable standards. Develop and update a media contacts/distribution list.
7. Compile statistics and analyse data and information on web page, social media and other communication and information management-related activities.
8. Identify opportunities to promote key messages to diverse audiences, including the media and assist in the planning and organization of meetings, campaigns and other events.
9. Keep abreast of changes to communication and information management-related techniques, tools, standards, guidelines and best practices and provide guidance and deliver training to staff with a view to building knowledge. Oversee and guide the work of support staff performing communication and information management-related work as required.
10. Evaluate and propose improvements to work methods and processes. Assess the impact of changes and make recommendations on follow up actions. Liaise closely with other administrative areas to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
11. Respond to requests for information. Maintain the Office documentation centre and ensure the efficient filing, retrieval and organization of materials, as required.
12. Attend and participate in internal and/or UN committees and working groups.
13. Perform other relevant duties as assigned.

  
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## 5. Minimum requirements

### Education

Completion of secondary school education. Training in a communication or information management-related area.

### Experience

Minimum of six years of office support work experience, the majority of which relates to communication or information management support services.

### Languages

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### Knowledge and Competencies (technical and behavioural)

Good knowledge of communication and/or information management techniques

Good knowledge of multimedia techniques and platforms.

Good knowledge of producing and using multimedia products.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

Knowledge of planning and organizing events.

Knowledge and understanding of the substantive nature of ILO programmes and activities.

Knowledge of methods and techniques for assessing quality and efficiency of process execution.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems including for updating websites, desktop publishing, graphic design.

Ability to code and classify information in accordance with standards.

Ability to tailor communications for specific audiences.

Ability to search for and analyse information from a variety of sources.

Drafting and web writing/editing skills.

Accuracy and attention to detail and skills in the design, layout and formatting documents.

Ability to coordinate the work of support staff.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

**Generic title:** Senior Communication and Information Management Assistant

**Job family:** Communication and Information Management Assistants

**Grade:** G7

### 1. Organizational Setting

This position is located in the ....., work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT].

### 2. Main purpose



As a team member, the incumbent provides para-professional communication and information management services and is responsible for managing the completion of a wide range of specialized support services. The position leads and supervises a team of communication and information management support staff. The incumbent works in an efficient, effective and client-oriented manner to support promotion, advocacy, media relations, events management, research, publication, documentation and information management activities in compliance with national and/or regional and global communication strategies. The incumbent ensures the correct application, interpretation and adaptation of established rules, regulations, policies, procedures and guidelines in communication and information management. The incumbent evaluates, anticipates needs, determines priorities and provides inputs into the design and development of improved communication and information services and delivery processes.

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on facilitating service delivery and reviewing the impact of agreed results. Supervision is to ensure that work is coordinated and integrated with related services and completed within processing timelines. Work assignments are carried out under minimum supervision with the incumbent operating with a high degree of independence in delivering and evaluating the services of the work unit. Work is reviewed for feasibility of recommendations and impact of end results.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to enlist support and cooperation and to provide advice for the resolution of complex issues in compliance with applicable standards. Contacts are also to coordinate activities with other units for the delivery of interrelated services. The incumbent liaises with and receives guidance from the regional communication unit and the information management services at headquarters on complex and intricate communication related matters.

External contacts are primarily with the media, general public academic institutions, service providers, and counterparts in United Nations (UN) agencies and other international organizations to share information on ILO activities and to coordinate and resolve communication-related support matters and to seek opportunities for synergies and process improvements aiming at quality and cost-effectiveness.

  
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#### 4. Key duties and responsibilities

1. Responsible for the timely completion of a wide range of specialized communication and information management support services encompassing promotion, advocacy, media relations, events management, research, publication, documentation and information management. Evaluate and follow up on communication and information management services provision to ensure optimum delivery in compliance with applicable standards. Assist senior management with the internal communications in the Office.
2. Supervise a team of communication and information management support staff, including distribution and review of work assignments, conducting performance appraisal discussions and ensuring completion of all appraisal forms in accordance with established deadlines, and supporting staff development and learning activities.
3. Keep up to date with and share information on ILO world of work themes and national and regional priorities. Identify opportunities to promote key messages to diverse audiences, including the media and oversee the planning and organization of meetings, campaigns and other events.
4. Undertake research and statistical analysis related to web page, social media and other communication and information management-related activities. Conduct media reviews and searches for information to identify news on relevant ILO subjects. Disseminate within the Office and to the Regional Office, HQ and other concerned parties as appropriate
5. Identify communication and information management needs and discuss requirements for specific assignments with staff and managers. Provide support for the design and development of communication and information products to best reflect key messages and target different audiences.
6. Develop and/or review communication and information products, verifying accuracy of information and ensuring correct layout and design in compliance with applicable standards.
7. Oversee the documentation services including reference services using the Office's electronic, digital and print collections, internal and external databases and other available sources; cataloguing, abstracting and indexing materials. Maintain and update webpages, databases and web content management systems (WCMSs) ensuring consistency and compliance with applicable standards.
8. Keep abreast of changes to communication and information management-related techniques, tools, standards, guidelines and best practices and provide guidance and deliver training to staff with a view to building knowledge.
9. Evaluate and propose improvements to work methods and processes. Assess the impact of changes and make recommendations on follow up actions. Liaise closely with other administrative areas to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
10. Attend meetings with United Nations (UN) agencies and other international organizations to share information on ILO activities. Participate in internal and/or UN committees and working groups with counterparts to seek opportunities for synergies and to coordinate communication and information management-related matters. Prepare information notes on key issues and developments and follow up as required.
11. Perform other relevant duties as assigned.

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## 5. Minimum requirements

### Education

Completion of secondary school education. Training in a communication or information management-related area.

### Experience

Minimum of seven years of office support work experience, the majority of which relates to communication or information management services.

### Languages

Excellent command of an official language (English, French or Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### Knowledge and competencies (technical and behavioural)

Excellent knowledge of communication and/or information management techniques

Excellent knowledge of multimedia techniques and platforms.

Excellent knowledge of producing and using multimedia products.

Good knowledge of indexing and cataloguing and electronic search and retrieval methods.

Good knowledge of bibliographic and content management tools.

Knowledge of automated information systems applicable to libraries or information networks.

Good knowledge of planning and organizing events.

Good knowledge and understanding of the substantive nature of ILO programmes and activities

Good knowledge of protocol.

Knowledge of methods and techniques for assessing quality and efficiency of process execution.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems including for updating websites, desktop publishing, graphic design.

Ability to code and classify information in accordance with standards.

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Ability to tailor communications for specific audiences.

Ability to search for and analyse information from a variety of sources.

Drafting and web writing/editing skills.

Accuracy and attention to detail and skills in the design, layout and formatting documents.

Ability to supervise support staff.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.



**Generic title:** Communication and Information Management Officer  
**Job family:** Communication and Information Management Officers  
**Grade:** NOA

### 1. Organizational Setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT].

### 2. Main purpose

As a team member, the incumbent provides professional services for the efficient, effective and client-oriented delivery and administration of a range of communication and information products and services. The incumbent participates in the development and implementation of national and regional communication plans and activities that are aligned with the ILO communication strategies at national and/or regional and global levels and support the Office's promotion and advocacy efforts. Work is governed by established communication and information management related rules, regulations, policies, procedures and guidelines.

The positions works under the supervision of [...indicate title of the position]. Day-to-day activities and actions require minimum supervision. Detailed instructions and guidance are provided for special assignments or the handling of unusual or complex matters.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to maintain effective working relationships, exchange information and obtain assistance on communication and information management-related matters. The incumbent regularly liaises with and receives guidance from the regional communication unit and the information management services at headquarters.

External contacts are primarily with the media, general public, academic institutions, service providers, counterparts in government, employers' and workers' organizations, United Nations (UN) agencies and other international /or public and private sector organizations to exchange information on the work of the ILO and obtain assistance on communication related matters.

### 4. Key duties and responsibilities

1. Provide professional services to the supervisor for the development and delivery of quality, timely and widely accessible communication and information products and services using a range of multimedia and communication platforms. Provide inputs to the drafting of national communication plans in accordance with the strategic priorities established by the

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Regional Office and headquarters. Oversee and guide the work of staff performing communication and information management related work. Supervise staff as applicable.

2. Keep up to date with and share information on world of work themes and national and regional priorities and propose activities for the Office in line with these priorities.
3. Identify communication and information needs and priorities and provide technical advice to staff and managers on appropriate communication approaches and products to best reflect key messages and target different audiences.
4. Conduct media reviews and perform basic research and analysis. Identify topics of interest and relevant news and disseminate within the Office, Regional Office, HQ and to other concerned parties as appropriate. Draft briefs for supervisor.
5. Commission, research, write, edit and/or translate from/to the local language audience-specific communication and information products, including news releases, comment pieces, feature stories, fact sheets, brochures, talking points and speeches that communicate persuasive, evidence-based and solution-oriented messages.
6. Oversee the documentation services, maintenance and updating of websites, databases and web content management systems (WCMSs) ensuring consistency of information and compliance with applicable standards.
7. Organize press conferences, media interviews and other public information events to raise awareness of the ILO's activities and results. Respond to a range of inquiries on the activities of the Office.
8. Conduct surveys, monitor websites and social media platforms and use metrics to measure and evaluate the effectiveness of communication activities and to guide and formulate future communication strategies. Prepare related reports.
9. Keep abreast of changes to applicable standards, best practices and technologies. Share knowledge and provide guidance to staff. Monitor the efficiency and effectiveness of work methods and processes and make recommendations for improvements. Liaise closely with staff and managers to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
10. Provide guidance and support to senior management with internal communications in the Office.
11. Represent the work unit in interagency fora and meetings, prepare information notes on key issues and developments and follow up as required.
12. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

University degree (Bachelor's or equivalent) in a field relevant to the job.

### **Experience**

Minimum of two years of professional work experience in communication or information management.

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## **Languages**

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

## **Knowledge and competencies (technical and behavioural)**

Good knowledge of communication and/or information management principles and concepts.

Knowledge of multimedia to develop a range of communication and information products.

Knowledge of social media platforms.

Knowledge of the working practices of the national media.

Knowledge of research methodologies and resources.

Knowledge of methods and techniques for designing and assessing quality and efficiency of process execution.

Good knowledge of protocol.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within applicable rules, regulations, policies and procedures.

Ability to identify and analyse information needs and classify them according to ILO standards.

Research and analytical skills.

Drafting and web writing/editing skills.

Ability to maintain effective working relationships with key stakeholders.

Attention to detail and skills in design, layout, formatting and editing documents.

Ability to foster effective two-way communication and understanding and to manage and impart information to a varied audience.

Ability to adapt quickly to new software and systems including for updating websites, desktop publishing, graphic design and producing communication and information products.

Ability to manage competing priorities.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.



**Generic title:** Senior Communication and Information Management Officer  
**Job family:** Communication and Information Management Officers  
**Grade:** NOB

### 1. Organizational Setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT].

### 2. Main purpose

As a team member, the incumbent provides comprehensive and professional services for the efficient, effective and client-oriented design, delivery and administration of a wide range of communication and information products and services. The incumbent contributes to the development and enhancement of ILO national and/or sub-regional and/or regional communication plans and activities that are aligned with the ILO communication strategies at national, and/or regional and global levels and support the Office's promotion and advocacy efforts. The incumbent assists the supervisor in the day-to-day management of communication and information management activities and in the development of workplans based on identified needs and priorities. Work is governed by established communication and information management rules, regulations, policies, procedures and guidelines.

The position works under the supervision of [...indicate title of the position]. The incumbent has a high degree of independence in completing work assignments. Supervision received is focused on the overall delivery of results impacting the Office.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to build and maintain effective working relationships, exchange information and gain agreement on communication and information management related issues. The incumbent also provides guidance on the development and dissemination of communication and information tools and products. The incumbent regularly liaises with and receives guidance from the regional communication unit and the information management services at headquarters.

External contacts are primarily with the media, general public, academic institutions, service providers, counterparts in government, employers' and workers' organizations, United Nations (UN) agencies and other international /or public and private sector organizations to maintain effective working relationships, promote the work of the ILO, respond to inquiries and to discuss opportunities for joint initiatives.



#### 4. Key duties and responsibilities

1. Provide substantial professional services for the development and delivery of quality, timely and widely accessible communication and information products and services using a range of multimedia and communication platforms. Assist the supervisor in the day-to-day management of communication workplans and activities based on identified needs and priorities. Oversee the work of and provide guidance to communication and information management staff and to consultants. Supervise staff as applicable.
2. Participate in the development and implementation of ILO national and/or sub-regional and/or regional communication strategies. Draft national communication plans in accordance with the strategic priorities established by the Regional Office and headquarters.
3. Keep up to date with and share information on world of work themes. Identify communication and information management needs and priorities and propose and develop activities for the Office in line with these priorities. Provide technical advice to staff and managers, recommending communication approaches and products to position the ILO, optimize messaging and branding and to advocate effectively on a full range of ILO activities.
4. Conduct media reviews and perform basic research and analysis. Identify topics of interest and relevant news and disseminate to concerned parties as appropriate. Draft briefs for supervisor. Discuss and coordinate in consultation with the Regional Office and headquarters responses to media messages on the ILO.
5. Commission, research, write, edit and/or translate from/to the local language audience-specific communication and information products, including news releases, comment pieces, feature stories, fact sheets, brochures, talking points and speeches that communicate persuasive, evidence-based and solution-oriented messages.
6. Oversee the documentation services, maintenance and updating of websites, databases and web content management systems (WCMSs) ensuring appropriateness and consistency of information and compliance with applicable standards.
7. Organize press conferences, media interviews and other public information events to raise awareness of the ILO's activities and results. Provide media briefings as required. Give presentations and respond to a range of inquiries.
8. Conduct surveys, monitor websites and social media platforms and use metrics to measure and evaluate the effectiveness of communication activities and to guide and formulate future communication strategies. Prepare related reports.
9. Keep abreast of changes to applicable standards, best practices and technologies. Share knowledge and provide guidance to staff.
10. Monitor the efficiency and effectiveness of work methods and processes and make recommendations for improvements. Liaise closely with staff and managers to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
11. Provide guidance and support to senior management with internal communications in the Office.
12. Seek opportunities to develop and expand networks, such as with the One UN Communication Team, national partners, media outlets and other stakeholders. Represent the work unit in interagency fora and meetings with a view to developing and enhancing areas for synergies and joint initiatives
13. Perform other relevant duties as assigned.





## 5. Minimum requirements

### Education

University degree (Bachelor's or equivalent) in a field relevant to the job.

### Experience

Minimum of three years of professional work experience in communication and information management. Experience in developing communication and information management plans and a range of communication and information management tools and products using multimedia and social media platforms.

### Languages

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### Knowledge and Competencies (technical and behavioural)

Good knowledge of communication and/or information management principles and concepts.

Knowledge of multimedia to develop a range of communication and information products

Knowledge of social media platforms.

Knowledge of the substantive nature of Organization's work programmes and activities.

Knowledge of the working practices of the national media.

Knowledge of research methodologies and resources.

Knowledge of methods and techniques for designing and assessing quality and efficiency of process execution.

Good knowledge of protocol.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within applicable policies, regulations and procedures.

Ability to identify and analyse information needs and classify them according to ILO standards.



Research and analytical skills.

Drafting and web writing and editing skills.

Ability to maintain effective working relationships with key stakeholders.

Attention to detail and skills in design, layout, formatting and editing documents.

Ability to foster effective two-way communication and understanding and to manage and impart information to a varied audience.


  
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Ability to adapt quickly to new software and systems including for updating websites, desktop publishing, graphic design and producing communication and information products.

Ability to manage competing priorities.

Ability to oversee the work of and provide guidance to staff.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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**Generic title:** Senior Communication and Information Management Officer

**Job family:** Communication and Information Management Officers

**Grade:** NOC

### 1. Organizational Setting

This position is located in the ..... work unit in the Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT].

This level is normally for DWT/CO and CO with a large portfolio of development cooperation activities.

### 2. Main purpose

As a team member, the incumbent provides strategic and professional services for the efficient, effective and client-oriented design, delivery and administration of a wide range of communication and information products and services. The incumbent coordinates the development and enhancement of all ILO national and/or sub-regional communication plans and activities that are aligned with the ILO communication strategies at national, and/or regional and global levels and support the Office's promotion and advocacy efforts. The incumbent oversees the day-to-day communication and information management activities and the development of workplans based on identified needs and priorities. The incumbent provides strategic advice and authoritative guidance to senior management for optimum delivery of an entire range of communication and information products and services. The incumbent develops and implements approaches that enhance work methods and procedures. Work is governed by established communication and information management rules, regulations, policies, procedures and guidelines.

The position works under the supervision of [...indicate title of the position]. The incumbent has a high degree of independence in completing work assignments. Supervision received is focused on the overall delivery of results impacting the Office.

The incumbent supervises staff performing communication and information-management work.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to build and maintain effective working relationships, provide authoritative advice and guidance on all communication and information management related issues. The incumbent also provides guidance on the development and dissemination of communication and information tools and products. The incumbent regularly liaises and receives guidance from the regional communication unit and the information management services at headquarters.

External contacts are primarily with the media, general public, academic institutions, service providers, counterparts in government, employers' and workers' organizations, United Nations (UN) agencies and other international /or public and private sector organizations to build and maintain effective working relationships, promote the work of the ILO, respond to inquiries, identify synergies and discuss opportunities for joint initiatives.

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#### 4. Key duties and responsibilities

1. Plan, manage and coordinate the communication and information management area for the Office, providing strategic and authoritative advice to senior management on all communication and information management related matters. Develop the workplan for the work unit and ensure alignment with overall Office work programme. Identify priorities in accordance with the regional and global communication and information management strategies. Play a lead role in planning, coordinating and integrating the work assigned to national communication and information management officers and support staff.
2. Supervise staff performing communication and information management-related work, including distribution and review of work assignments, conducting performance appraisal discussions and ensuring completion of all appraisal forms in accordance with established deadlines, and supporting staff development and learning activities. Conduct training in relevant communication and information management areas and provide briefings and induction to new staff.
3. Coordinate the development and implementation of ILO national and/or sub-regional communication strategies. Draft communication plans in accordance with the strategic priorities established by the Regional Office and headquarters. Analyse and assess the effectiveness of communication strategies and activities on the basis of research and metrics obtained from a variety of internal and external information sources. Formulate proposals and oversee the adaptation of activities, as required. Prepare and review related reports.
4. Keep up to date with and share information on world of work themes. Identify communication and information management needs and priorities and propose and develop activities for the Office in line with these priorities. Provide technical advice to staff and managers, recommending communication and information management approaches and products to position the ILO, optimize messaging and branding and to advocate effectively on a full range of ILO activities.
5. Plan, conduct and coordinate media reviews. Discuss and coordinate in consultation with the Regional Office and headquarters responses to media messages on the ILO. Organize and coordinate press conferences, media interviews and other public information events to raise awareness of the ILO's activities and results. Provide media briefings as required. Give presentations and respond to a range of inquiries.
6. Commission, research, write and/or review communication and information products, including news releases, comment pieces, feature stories, fact sheets, brochures, talking points and speeches, ensuring that they communicate persuasive, evidence-based and solution-oriented messages.
7. Provide guidance and support to users on the management and organization of the public web, collaborative platforms and the intranet. Provide advice on the creation of new taxonomies and other tools for the effective management of information. Ensure appropriateness and consistency of information and compliance with applicable standards.
8. Keep abreast of changes to applicable standards, best practices and technologies. Share knowledge and provide guidance to staff.
9. Monitor the efficiency and effectiveness of work methods and processes and make recommendations for improvements. Liaise closely with staff and managers to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.

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10. Seek opportunities to develop and expand networks, such as with the One UN Communication Team and any existing information management networks, national partners, media outlets and other stakeholders. Represent the work unit in interagency fora and meetings with a view to developing and enhancing areas for synergies and joint initiatives
11. Perform other relevant duties as assigned.

## 5. Minimum requirements

### Education

University degree (Bachelor's or equivalent) in a field relevant to the job.

### Experience

Minimum of five years of professional work experience in communication and information management. Experience in developing communication and information management plans and a range of communication and information management tools and products using multimedia and social media platforms. Experience of overseeing the work of staff.

### Languages

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### Knowledge and Competencies (technical and behavioural)

Excellent knowledge of communication and/or information management principles and concepts.

Good knowledge of multimedia to develop a range of communication and information products.

Good knowledge of social media platforms.

Good knowledge of ILO's publishing standards.

Good knowledge of the substantive nature of Organization's work programmes and activities.

Good knowledge of the working practices of the national media.

Good knowledge of research methodologies and resources.

Good knowledge of protocol.

Good knowledge of methods and techniques for designing and assessing quality and efficiency of process execution.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within applicable policies, regulations and procedures.

Ability to identify and analyse information needs and classify them according to ILO standards.

Research, analytical, abstracting and indexing skills.

Drafting and web writing and editing skills.

Ability to maintain effective working relationships with key stakeholders.

Attention to detail and skills in design, layout, formatting and editing documents.

Ability to foster effective two-way communication and understanding and to manage and impart information to a varied audience.

Ability to adapt quickly to new software and systems including for updating websites, desktop publishing, graphic design and producing communication and information products.

Ability to manage competing priorities.

Ability to plan, manage and supervise staff.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.



**Generic title:** Driver

**Job family:** Drivers

**Grade:** G2

### 1. Organizational setting

This position is [typically] located in the administrative services, registry or operations unit in Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides reliable and safe driving services to the Office Director and other authorized officials and visitors ensuring the highest standards of discretion and integrity and sense of responsibility. The incumbent may be required to carry out certain messenger functions and clerical support services. The incumbent organizes and accurately completes multiple tasks by following established work priorities given by the supervisor, while taking into consideration special assignments, frequent interruptions, deadlines, available resources and multiple reporting relationships. Work affects the delivery of mail and pouch and transportation services of the Office.

The position works under the supervision of [...indicate title of the position]. The supervisor coordinates the daily routine duties and clerical support work and supervision focuses on the successful achievement of assignments.

### 3. Working relationships

Internal contacts are with staff and visiting ILO officials to receive instructions on operational issues such as work schedules and to exchange information.

External contacts are primarily with government and airport authorities for exchange of information.

### 4. Key duties and responsibilities

1. Provide reliable and secure driving services for Office Director and other authorized personnel and visitors.
2. Ensure proper day-to-day maintenance of assigned vehicles through timely minor repairs and arrange for timely major repairs and checking of oil, tyres, brakes and water levels, car washing, etc. so that the vehicle is kept clean and in good running condition at all times. Provide inputs to the preparation of the vehicle maintenance plans and reports.
3. Ensure availability of all the required documents/supplies including vehicle insurance, vehicle registration, vehicle logs, office directory, map of the city/country, first aid kit and other MOSS-compliant equipment, and necessary spare parts in the assigned vehicle; keeps track of insurance and other tax formalities.
4. Collect mail and pouch and deliver mail and official documents to government ministries and officials as instructed.

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5. Meet officials and visitors at the airport or other entry points and provide basic assistance with basic visa and customs formalities.
6. Responsible for accurately maintaining vehicle log books, recording daily trips, to ensure efficient vehicle use and fuel consumption to support accurate accounting and cost-efficiency.
7. Outside driving duties, perform basic office-related tasks such as photocopying, filing, data entry, maintaining stores, and delivery/collection of various items.
8. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

Completion of secondary school education. Valid and clean driving licence.

### **Experience**

A minimum of two years of relevant work experience with a safe driving record.

### **Languages**

Working knowledge of an official national language of the duty station and knowledge of an official language (English, French, Spanish) of the Organization.

### **Knowledge and Competencies (technical and behavioural)**

Excellent knowledge of local driving rules and regulations.

Knowledge of local roads and conditions.

Skills in minor vehicle repair.

Good knowledge of chauffeur protocol and courtesies.

Good knowledge of security issues.

Knowledge of rules and procedures on vehicle management including maintenance of official vehicles and knowledge of mechanics and maintenance and repair of vehicles.

Some knowledge of administrative rules and regulations

Some basic computer skills to record information in IT systems

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to present a professional image at all times.

Ability to deal calmly with unexpected circumstances or delays.

Discretion and respect for confidentiality.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.





**Generic title:** Senior Driver

**Job family:** Drivers

**Grade:** G3

### 1. Organizational setting

This position is [typically] located in the administrative services, registry or operations unit in Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides reliable and safe driving services to the Office Director and other officials and visitors ensuring the highest standards of discretion and integrity and sense of responsibility. The incumbent is accountable for arranging airport VIP and protocol services and customs clearances when receiving high-level delegations. The incumbent may be required to carry out certain messenger functions and clerical support services. The incumbent is required to plan and organise workload while remaining aware of changing priorities and competing deadlines, and shift from one task to another to meet multiple support needs. Work affects the delivery of mail and pouch and transportation services of the Office.

The position works under the supervision of [...indicate title of the position]. The incumbent operates with some operational independence in carrying out assignments and supervision focuses on the successful achievement of assignments. The incumbent does not receive guidance on the technical aspects of the duties but does receive procedural and day-to-day operational supervision.

### 3. Working relationships

Internal contacts are with staff and visiting ILO officials to receive instructions on operational issues such as work schedules and to exchange information.

External contacts are primarily with government and airport authorities for exchange of information.

### 4. Key duties and responsibilities

1. Ensure the provision of safe and reliable driving services. Drive the Office Director, senior level officials and other authorized personnel and visitors. Meet officials and visitors at the airport including assisting, where necessary, with protocol, visa and customs formalities.
2. Deliver and collect mail and documents and other items.
3. Ensure cost-savings through proper use of vehicle and accurate maintenance of daily vehicle logs, preparation of the vehicle maintenance plans and documentation.
4. Ensure proper day-to-day maintenance of assigned vehicles through timely minor repairs, arrangements for major repairs, timely changes of oil, check of tyres, brakes and water



levels, car washing, etc in order to keep the vehicle clean and in good running condition at all times.

5. Ensure availability of all the required documents/supplies including vehicle insurance, vehicle registration, vehicle logs, office directory, map of the city/country, first aid kit and other MOSS-compliant equipment, and necessary spare parts in assigned vehicles.
6. Where appropriate, schedule drivers and vehicles for use on a daily basis.
7. Inform the supervisor in a timely manner of (re)registrations and insurance procedures for all the office vehicles.
8. Assist office staff in filing, photocopying and maintaining stores. Assist in the mailing, collection and distribution of documents and publications including to ministries and banks. Arrange to pay office telephone and other bills. Perform data entry duties.
9. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

Completion of secondary school education. Valid and clean driving licence.

### **Experience**

A minimum of three years of relevant work experience with a safe driving record. Driving experience with a UN agency, diplomatic or international organization.

### **Languages**

Working knowledge of an official national language of the duty station and knowledge of an official language (English, French, Spanish) of the Organization.

### **Knowledge and Competencies (technical and behavioural)**

Excellent knowledge of local driving rules and regulations

Good knowledge of local roads and conditions.

Skills in minor vehicle repair.

Good knowledge of chauffeur protocol and courtesies.

Good knowledge of security issues.

Good knowledge of rules and procedures on vehicle management including maintenance of official vehicles and knowledge of mechanics and maintenance and repair of vehicles.

Knowledge of administrative rules and regulations

Basic computer skills to record information in IT systems

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

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Ability to present a professional image at all times.

Ability to deal calmly with unexpected circumstances or delays.

Discretion and respect for confidentiality.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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CEP.

**Generic title:** Finance Assistant

**Job family:** Finance Assistants

**Grade:** G5

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides a range of specialized finance and administrative support services in an efficient, effective and client-oriented manner. Work involves using the enterprise resource planning (ERP) system to process transactions for financial clearance and payment processing. The incumbent performs at a fully operational level and resolves a variety of recurring and non-recurring operational issues, requiring the correct application of financial rules and regulations, policies, procedures and guidelines.

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on the timeliness of process execution and the quality of outputs. The incumbent works with a moderate degree of independence. Work is reviewed for correctness in application of financial rules and regulations, policies, procedures and guidelines.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to provide support and exchange information on specialized processes and issues related to service delivery. The incumbent regularly liaises with and receives guidance from the regional finance unit.

External contacts are primarily with service providers, banks, United Nations (UN) agencies and other international organizations to obtain clarifications and to seek or provide information for the completion of pending issues.

### 4. Key duties and responsibilities

1. Perform a range of specialized finance support functions and services for operational and payment-related work of the Office, including initiating and processing financial transactions in the enterprise resource planning (ERP) system and verifying that information and supporting documentation is in compliance with financial rules and regulations, policies, procedures and applicable standards.
2. Process accounts receivable including billing, adjustments and changes. Manage cash receipts and petty cash.
3. Undertake monthly bank reconciliation and follow up on outstanding issues including contacting banks to clarify issues on account statements.

  
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4. Monitor expenditure and budget allocations, updating information on local currency bank accounts and informing supervisor when funds need to be replenished.
5. Maintain and update spreadsheets and databases for internal expenditure control purposes. Prepare inputs, run reports and extract and compile financial data and present information on the status of financial resources of the Office to support analysis and reporting needs.
6. Respond to requests for general information and routine queries on status of payments and other budgetary issues.
7. Keep abreast of financial rules and regulations, policies, procedures, guidelines and processes and share information with concerned parties.
8. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

Completion of secondary school education

### **Experience**

Minimum of five years of operational or administrative support work experience including providing financial operations support services. Experience of working with an enterprise resource planning (ERP) system.

### **Languages**

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### **Knowledge and Competencies (technical and behavioural)**

Knowledge of financial administration and/or accounting techniques.

Knowledge of international accounting standards such as International Public Sector Accounting Standards (IPSAS) or other international or national accounting standards.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable financial rules and regulations, policies and procedures.

Ability to adapt quickly to new software and systems.



Accuracy and attention to detail.

Sense of responsibility to maintain data integrity.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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**Generic title:** Senior Finance Assistant

**Job family:** Finance Assistants

**Grade:** G6

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides senior level finance support and is responsible for performing, completing and/or overseeing specialized financial management support services in an efficient, effective and client-oriented manner. The incumbent performs a range of administrative actions related to the financial operations of the Office. Work involves using the enterprise resource planning (ERP) system. The incumbent ensures the correct application, interpretation and adaptation of established financial rules and regulations, policies, procedures and guidelines. The incumbent evaluates and provides inputs into the design and development of improved financial services and delivery processes.

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on facilitating service delivery, ensuring that agreed results are achieved and that work is coordinated and integrated with related services within processing timelines. Work assignments are generally carried out under minimum supervision with the incumbent operating with a high degree of independence. Work is reviewed for feasibility of recommendations and correctness of end results. Work involving the handling of complex and intricate finance-related matters including those affecting other related activities of the work unit is also reviewed.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to provide finance support and guidance for the resolution of complex issues in compliance with applicable standards. Contacts are also to coordinate activities with other units for the delivery of interrelated services. The incumbent regularly liaises with and receives guidance from the regional finance unit.

External contacts are primarily with service providers, banks and with counterparts in United Nations (UN) agencies and other international organizations to coordinate and follow up on pending issues. The incumbent shares information and contributes to resolving complex finance-related support matters.



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#### 4. Key duties and responsibilities

1. Undertake and complete a range of specialized finance support functions and services. Initiate, process, review and follow up on administrative actions, including verifying that information and documentation is in compliance with financial rules and regulations, policies, procedures and applicable standards.
2. Perform targeted analytical reviews and trend analysis of specific types of activities including extra-budgetary projects, ensuring proper authorization and complete supporting documentation, and check for fraudulent documents and transactions. Contribute to the preparation of financial analytical reports.
3. Serve as a certifying officer for the Office as necessary.
4. Undertake monthly bank reconciliation and follow up on outstanding issues including contacting banks to clarify issues on account statements.
5. Review, correct and maintain a variety of financial, budget and other accounting records and documents to ensure that transactions are matched and completed. Maintain, monitor and reconcile budget data, including for overtime, salary deductions and other payments. Prepare detailed cost estimates and participate in budget analysis and projections as required. Prepare year-end closure of accounts in compliance with applicable standards and procedures.
6. Review and analyse financial transactions performed by the concerned office(s) and ensure their overall compliance with applicable standards. Keep management informed of the internal control of financial and administrative activities and propose action as required.
7. Conduct review of accounts and analyse information from multiple sources for financial status, implementation and monitoring reports, activities and projects. Follow up on VAT claims and outstanding claims on advances and closing of suspense accounts. Monitor and provide information on the utilization of resources for donor and other funding counterpart reporting.
8. Assist in the follow-up on internal audit recommendations, draft responses to external audit inquiries and observations, for the consideration of the supervisor.
9. Keep abreast of changes to financial rules and regulations, policies, procedures and other developments and provide guidance and deliver training to staff with the view to building knowledge. Oversee and guide the work of support staff performing finance-related work as required.
10. Evaluate and propose improvements to work methods and processes with a view to ensuring optimum efficiency and effectiveness. Liaise closely with other administrative areas to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
11. Perform other relevant duties as assigned.

#### 5. Minimum requirements

##### Education

Completion of secondary school education. Training in accounting or finance.





## **Experience**

Minimum of six years of operational or administrative support work experience, the majority of which in the provision of financial operations support services. Experience of working with an enterprise resource planning (ERP) system, in particular finance modules.

## **Languages**

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

## **Knowledge and Competencies (technical and behavioural)**

Good knowledge of financial administration, accounting techniques, local taxation and banking methods.

Good knowledge of international accounting standards such as International Public Sector Accounting Standards (IPSAS) or other international or national accounting standards.

Knowledge of methods and techniques for assessing quality and efficiency of process execution.

Knowledge of the substantive nature of ILO programmes and activities.

Knowledge of UN Common System policies in the area of finance.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable financial rules and regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Accuracy and attention to detail.

Sense of responsibility to maintain data integrity.

Ability to coordinate the work of support staff.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.



**Generic title:** Senior Finance Assistant

**Job family:** Finance Assistants

**Grade:** G7

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides para-professional finance services and is responsible for managing the completion of specialized financial management support services. The position leads and supervises a team of finance support staff. The incumbent works in an efficient, effective and client-oriented manner in performing a range of administrative actions related to the financial operations of the Office. Work involves using the enterprise resource planning (ERP) system. The incumbent ensures the correct application, interpretation and adaptation of established financial rules and regulations, policies, procedures and guidelines. The incumbent evaluates, anticipates needs, determines priorities and provides inputs into the design and development of improved financial services and delivery processes.

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on facilitating service delivery and reviewing the impact of agreed results. Supervision is to ensure that work is coordinated and integrated with related services and completed within processing timelines. Work assignments are carried out under minimum supervision with the incumbent operating with a high degree of independence in delivering and evaluating the services of the work unit. Work is reviewed for feasibility of recommendations and impact of end results.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to enlist support and cooperation and to provide advice for the resolution of complex financial issues in compliance with applicable standards. Contacts are also to coordinate activities with other units for the delivery of interrelated services. The incumbent liaises with and receives guidance from the regional finance unit on complex and intricate finance related matters.

External contacts are primarily with service providers, banks and with counterparts in United Nations (UN) agencies and other international organizations to coordinate and resolve pending issues and seek opportunities for synergies and process improvements aiming at quality and cost-effectiveness.

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#### 4. Key duties and responsibilities

1. Responsible for the timely completion of specialized finance support services ensuring compliance with financial rules and regulations, policies, procedures and applicable standards. Evaluate and follow up on financial service provision to ensure optimum delivery.
2. Supervise a team of finance support staff, including distribution and review of work assignments, conducting performance appraisal discussions and ensuring completion of all appraisal forms in accordance with established deadlines, and supporting staff development and learning activities.
3. Undertake and oversee targeted analytical reviews and trend analysis of specific types of activities including extra-budgetary projects ensuring proper authorization and complete supporting documentation, and check for fraudulent documents and transactions. Prepare financial analytical reports for accounts maintenance and budget control purposes for the supervisor's review, including on financial status, procedures, exchange rates, costs and expenditures, and potential funding problems.
4. Serve as a certifying officer for the Office as necessary.
5. Ensure that financial, budget and other accounting records and documents are complete and that transactions are matched and completed. Prepare detailed cost estimates and participate in budget analysis and projections as required. Participate in and oversee the year-end closure of accounts in compliance with applicable standards and procedures. Oversee the Office's monthly bank reconciliation.
6. Conduct review of accounts and analyse information from multiple sources for financial status, implementation and monitoring reports, activities and projects. Follow up as required. Monitor and provide information and guidance on the utilization of resources for donor and other funding counterpart reporting.
7. Verify, control, analyse and provide feedback on financial transactions performed by the concerned office(s), through a sampling approach, and ensure their overall compliance with applicable standards. Keep management informed on internal control of financial and administrative activities and propose solutions as required.
8. Assist in the follow-up on internal audit recommendations, draft responses to external audit inquiries and observations, for the consideration of the supervisor.
9. Keep abreast of changes to financial rules and regulations, policies, procedures and other developments and provide guidance and deliver training to team members and staff with the view to building knowledge. Brief and provide guidance to finance support staff on budgeting and accounting issues and the application and interpretation of the financial rules, regulations, policies and procedures.
10. Evaluate and propose improvements to work methods and processes with a view to ensuring optimum efficiency and effectiveness. Liaise closely with other administrative areas to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
11. Perform other relevant duties as assigned.

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## 5. Minimum requirements

### Education

Completion of secondary school education. Training in accounting or finance.

### Experience

Minimum of seven years of operational or administrative support work experience, the majority of which in the provision of financial operations support services. Experience of working with an enterprise resource planning (ERP) system, in particular finance modules.

### Languages

Excellent command of an official language (English, French or Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### Knowledge and competencies (technical and behavioural)

Excellent knowledge of financial administration, accounting techniques, local taxation and banking methods.

Good knowledge of International Public Sector Accounting Standards (IPSAS).

Knowledge of methods and techniques for assessing quality and efficiency of process execution.

Knowledge of the substantive nature of ILO programmes and activities.

Good knowledge of UN Common System policies in the area of finance.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration, this position requires:

Ability to interpret and work within the applicable financial rules and regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Accuracy and attention to detail.

Sense of responsibility to maintain data integrity.

Ability to supervise support staff.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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**Generic title:** Finance Officer  
**Job family:** Finance Officers  
**Grade:** NOA

### 1. Organizational setting

This position is located in the ... work unit in the Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides professional services for the administration and delivery of a range of financial services for the Office. The incumbent acts as Certifying Officer and ensures the effective and transparent utilization of financial resources and integrity of financial services. Services are delivered in an efficient, effective and client oriented manner and include the use of the enterprise resource planning (ERP) system. The incumbent ensures timely budget preparation and effective monitoring and control and analyses and interprets established finance-related rules, regulations, policies, procedures and guidelines to provide solutions to a wide spectrum of financial issues.

The position works under the supervision of [...indicate title of the position]. Day-to-day work requires minimal supervision. Detailed instructions and guidance are provided for special assignments or the handling of unusual or complex matters.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to maintain effective working relationships, exchange information on issues related to service delivery, to analyse information and to follow up on outstanding clearance and pending administrative matters.

External contacts are primarily with banks, service providers, National/Programme Coordinators, implementing agencies, United Nations (UN) agencies and other international organizations to exchange information and obtain assistance to ensure successful delivery of financial services.

### 4. Key duties and responsibilities

1. Provide professional services for the effective delivery of the Office's financial services. Administer day-to-day financial operations ensuring full compliance with financial rules and regulations, policies, procedures and applicable standards and integrity and consistency of data in all financial transactions, recording and reporting. Oversee the work of and provide guidance to staff performing finance-related work. Supervise staff as applicable.

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2. Provide substantive support in the continuous analysis and monitoring of the financial situation of the Office. Provide regular management reports to support informed financial decision-making.
3. Assist in the management of financial operations and accounting services covering responsibilities for accounts payable, accounts receivable, approval of payments, external payment authorizations (EPAs) and office financial clearances (OFCs), accounts reconciliation, billing, monthly closing of accounts, forecasting, year-end closing of accounts.
4. Coordinate preparation of operating and project budgets, review budget submissions, review and process requests for budget revisions, analyse and report on budget approvals, monitor expenditures against allocations and analyse variances. Liaise with concerned managers to strengthen budget management and take corrective actions, when required.
5. Act as certifying officer and certify financial documents and transactions or escalate to supervisor as appropriate, providing explanations and suggesting remedial or alternative actions.
6. Assist in monitoring the implementation of activities in accordance with project documents, donor agreements and costed workplans. Identify bottlenecks and propose corrective action. Prepare, analyse and evaluate information from financial records and provide data and information for the preparation of financial reports in accordance with the terms and conditions of donors and financial rules and regulations of the Office.
7. Review bank accounts and imprest accounts. Perform timely review of cash position for local accounts to ensure sufficient funds are available for disbursements. Ensure efficient local banking arrangements in compliance with local financial and banking regulations. Initiate and coordinate bank transfers for effective approval and settlement of relevant transactions. Prepare monthly cash flow forecasts.
8. Follow-up on internal and external audit recommendations and draft responses to audit inquiries and observations for consideration of supervisor.
9. Keep abreast of changes to applicable standards and best practices. Share knowledge and provide guidance to staff. Organize and conduct training for staff on finance issues. Draft lessons learned and best practices in finance, as well as guidelines and standard operating procedures, as required.
10. Monitor the efficiency and effectiveness of work methods and processes and make recommendations for improvements. Liaise closely with staff and managers to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
11. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

University degree (Bachelor's or equivalent) in a field relevant to the job.

### **Experience**

Minimum of two years of professional work experience in finance or accounting.

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## Languages

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

## Knowledge and Competencies (technical and behavioural)

Good knowledge of financial and accounting principles and concepts.

Good knowledge of international accounting standards such as International Public Sector Accounting Standards (IPSAS) or other international or national accounting standards.

Knowledge of methods and techniques for designing and assessing quality and efficiency of process execution.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable financial rules and regulations, policies and procedures.

Accuracy and attention to detail.

Drafting skills.

Ability to adapt quickly to new software and systems.

Ability to manage competing priorities.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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**Generic title:** Office Support Assistant

**Job family:** General Administration and Office Support Assistants

**Grade:** G3

### 1. Organizational setting

This position is located in the work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides general office support services performing a variety of routine tasks in an efficient, effective and client-oriented manner. Such tasks contribute to the timely and effective functioning of business operations and may encompass duties related to correspondence preparation, document preparation, data entry, filing, registry and/or mail services.

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on the quality and timeliness of the delivery of work assignments. The incumbent receives instructions and guidance and works with some degree of operational independence.

### 3. Working relationships

Internal contacts are with staff in the work unit to exchange information related to service delivery and to obtain clarification or guidance on the completion of tasks.

External contacts are primarily with visitors/callers to the Office and with meeting participants to provide routine information or direct them to the appropriate person.

### 4. Key duties and responsibilities

1. Provide various office support tasks in accordance with standard procedures requiring the use of office software, and standard office equipment such as computer, telephone, photocopier and scanner.
2. Provide registry and mail services and coordinate arrangements for pouch and courier services.
3. Perform data entry in the enterprise resource planning (ERP) system and update databases. Run and print/disseminate reports. Complete various administrative forms.
4. Word process and format standard correspondence, tables, reports, presentations and other forms of documentation.
5. Update and maintain filing systems, correspondence logs and office records. Search for, retrieve, compile, assemble and archive a variety of records and reports from computer files and other sources.

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6. Provide support for meetings and events, including retrieving information, photocopying and assembling documents, arranging meeting facilities and equipment and assisting with other logistical arrangements.
7. Maintain office supplies and keep stockroom in order.
8. Respond to routine telephone, email and in-person inquiries or refer to appropriate contact/unit. Supply readily available information from office files and databases. Receive and direct visitors and arrange appointments.
9. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

Completion of secondary school education.

### **Experience**

Minimum of three years of general office support work experience.

### **Languages**

Working knowledge of an official language (English, French, Spanish) of the Organization and of another official language of the Organization or an official national language of the duty station.

### **Knowledge and Competencies (technical and behavioural)**

Knowledge of general office procedures and ability to use standard office equipment.

Good knowledge of PC software (including word processor and spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to work within the applicable rules, regulations, policies, procedures.


Ability to reply in an appropriate manner to telephone and in-person inquiries.

Ability to maintain records and files and update databases.

Attention to detail in order to identify data discrepancies.

Ability to search and compile information.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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**Generic title:** Office Support Assistant

**Job family:** General Administration and Office Support Assistants

**Grade:** G4

### 1. Organizational setting

This position is located in the work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides a variety of general office support services, completing a range of standard support tasks in an efficient, effective and client-oriented manner. Such tasks contribute to the timely and effective functioning of business operations and may encompass duties related to correspondence preparation, document preparation, database maintenance, meetings support, travel, registry and/or mail services. The incumbent is required to use standard office equipment and the enterprise resource planning (ERP) system to process transactions. Work is governed by established rules, regulations, policies, procedures and guidelines governing operational areas.

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on the quality and timeliness of the delivery of work assignments. The incumbent works with some degree of operational independence in performing the day-to-day work and consults the supervisor for guidance on non-standard issues.



### 3. Working relationships

Internal contacts are with staff in the work unit or related programmes to obtain, provide or clarify information on matters related to specific assignments and to relay instructions from the supervisor.

External contacts are primarily with visitors/callers to the Office, meeting participants and/or external service providers to follow up on routine matters, exchange information or direct them to the appropriate person.

### 4. Key duties and responsibilities

1. Provide a range of support services in the areas of general office administration, finance and/or HR that contribute to the timely delivery of business operations in accordance with applicable standards.
2. Draft and prepare standard correspondence and other materials on own initiative or from instructions, ensuring clarity of content and compliance with applicable standards and finalize for signature. Prepare draft translations of correspondence and other documents. Word process and format in final form a variety of documents.
3. Maintain and update databases. Input data and process routine administrative actions in the enterprise resource planning (ERP) system related to leave entitlements, contracts, purchase orders, payments processing, and/or travel.

  
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4. Provide support for the official travel of staff, including for travel and accommodation arrangements, security clearances, visa requirements and transportation of personal effects.
5. Provide support for meetings and events, including processing administrative actions in the enterprise resource planning (ERP) system, preparing and distributing invitation letters, agendas and other materials, arranging meeting facilities and equipment, making travel arrangements, preparing routine cost estimates and providing support and information to participants on matters of a routine nature.
6. Register and route mail, correspondence and other documents. Process outgoing mail ensuring most appropriate method in terms of postal rates and regulations. Maintain and organize filing systems for correspondence, documents, publications and/or reference materials. Plan and coordinate the activities of the Office's registry as required.
7. Respond to routine telephone, email and in-person inquiries or refer to appropriate contact/unit. Supply readily available information from office files and databases. Receive and direct visitors and arrange appointments.
8. Maintain and update inventories of office supplies. Ensure stocks are adequate and order supplies in a timely manner. Keep stockroom in order.
9. Keep abreast of changes to relevant operational rules, regulations, policies, procedures, guidelines and processes and share information with concerned parties.
10. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

Completion of secondary school education.

### **Experience**

Minimum of four years of general administration and office support work experience.

### **Languages**



Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### **Knowledge and Competencies (technical and behavioural)**

Knowledge of general office procedures and proficient in the use of standard office equipment.

Good knowledge of PC software (including word processor and spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

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Ability to work within the applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Ability to search, retrieve and compile information from a variety of sources.

Ability to draft standard correspondence.

Ability to reply in an appropriate manner to telephone, email and in-person inquiries.

Ability to maintain records and files and update databases.

Attention to detail in order to identify data discrepancies.

A high degree of discretion with sense of responsibility in dealing with confidential matters.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes



**Generic title:** Operations Assistant / Assistant to Director  
**Job family:** General Administration and Office Support Assistants  
**Grade:** G5

### 1. Organizational setting

This position is located in the ....., work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides a range of operational and administrative support services in an efficient, effective and client-oriented manner. These relate to the delivery of administrative and office support, HR, finance and travel and logistics, and require the use of the enterprise resource planning (ERP) system. The incumbent performs at a fully operational level, requiring correct application of established rules, regulations, policies, procedures and guidelines to recommend an appropriate course of action in the assigned area(s).

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on the timeliness of process execution and the quality of outputs. The incumbent works with a moderate degree of independence. Work is reviewed for correctness in the application of applicable standards.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to provide operational and administrative support and to exchange information on specialized processes and procedures for the delivery of services. The incumbent liaises with diverse organizational units to initiate requests, obtain clearances, process and follow up on administrative actions.

External contacts are primarily with counterparts in UN agencies and other international organizations, embassies, permanent missions and concerned authorities to seek or provide information for the completion of pending issues. The incumbent also liaises with service providers to follow up on pending issues.

### 4. Key duties and responsibilities

In accordance with the needs and priorities of the office where the position is located, the incumbent will provide services from among the following duties:

1. Provide a range of administrative and/or operational support services. Contribute to the smooth and efficient functioning of the work unit by evaluating requirements, organizing and carrying out work assignments accordingly and proposing improvements to work processes.

  
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2. Prepare, draft and finalize general and administrative correspondence and undertake quality control of outgoing documents for accuracy of information, grammar, style and compliance with applicable standards. Provide informal translations.
3. Maintain the official travel plan of the work unit. Make travel and accommodation arrangements, coordinate visa and security requirements, and process administrative transactions.
4. Initiate, process and follow up on HR and finance administrative actions, verifying that information is in compliance with applicable standards. Input complete data in the enterprise resource planning (ERP) system. Perform other HR and finance support functions as required. Process arrangements for the arrival and/or departure of staff, including travel, security clearances, visas, transportation of personal effects and other benefits and entitlements and follow up with concerned authorities as appropriate.
5. Perform operations for authorizing and effectuating expenditures. Prepare inputs, run reports and extract and compile data to support optimal budget utilization and preparation of programme and budget and workplan documentation.
6. Coordinate and provide a range of administrative and financial support for meetings, workshops and other events. Ensure the timely preparation, translation, publication and dissemination of documents; presentations, briefing files and related materials. Take minutes and follow up on implementation of decisions.
7. Ensure the work unit's filing systems are maintained, accessible and efficient. Update websites and databases. Gather, consolidate and present information/data on specific topics.
8. Keep abreast of changes to administrative rules, regulations, policies, procedures and guidelines and share information with staff, providing further clarification as required. Provide guidance to more junior staff, as required on applicable standards and work procedures.
9. Perform and/or coordinate other general administrative duties such as those related to attendance and leave recording, office space, registry, inventory and procurement matters.
10. Perform other relevant duties as assigned.

Where the position is the Assistant to the Director, along with performing a range of the above duties, the position will:

1. Provide and/or coordinate a variety of office and administrative support services to assist the Director with the smooth running of the Office. Keep informed of important events and activities of the Office and inform concerned staff.
2. Update and maintain the Director's agenda. Screen and schedule appointments according to urgency and priority. Coordinate requests from high-level visitors and establish briefing programmes. Receive visitors and respond to in-person, telephone and email inquiries in a timely manner.
3. Review incoming correspondence and requests including of a confidential and sensitive nature and provide background information in anticipation of Director's needs, ensuring important issues are brought to the Director's immediate attention. Prepare and/or review correspondence for the Director's signature, ensuring compliance with applicable standards.
4. Ensure effective and timely follow up on requests for information, briefings and other actions, emanating from the office of the Director, liaising with concerned staff as appropriate.

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5. Maintain contact with and contact lists of ministers, government officials, employers' and workers' organizations, national and/or sub-regional and regional institutions, UN agencies and other international organizations and members of the diplomatic corps.
6. As Office focal point for the Talent Management System, support the Director with measures to increase compliance with the different Talent Management System modules, tracking status of compliance of staff in the office and following up with managers and staff as required. Provide guidance and first-level support, escalating more complex issues to the next level, and run reports and follow up as required.

## **5. Minimum requirements**

### **Education**

Completion of secondary school education.

### **Experience**

Minimum of five years of general administration and office support work experience. Experience of working with an enterprise resource planning (ERP) system.

### **Languages**

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### **Knowledge and Competencies (technical and behavioural)**

Knowledge of general office support and operational areas.

Awareness of the nature of ILO programme and activities.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Efficiency in providing administrative support for the organization of meetings and other events.

Ability to search, retrieve and compile information from various sources.

Ability to adapt quickly to new software and systems.



Drafting skills.

Analytical skills and attention to detail.

A high degree of discretion with sense of responsibility in dealing with confidential matters.

Interpersonal skills, tact and diplomacy when dealing with others.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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**Generic title:** Senior Operations Assistant / Executive Assistant to Director  
**Job family:** General Administration and Office Support Assistants  
**Grade:** G6

### 1. Organizational setting

This position is located in the ....., work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides senior level support with responsibility for performing, completing and overseeing a range of operational and administrative support services in an efficient, effective and client-oriented manner. These relate to the delivery of administrative and office support, HR, finance and travel and logistics, and require the use of the enterprise resource planning (ERP) system. The incumbent plays a key role, demonstrating considerable judgment, in ensuring transparency in the correct application, interpretation and adaptation of established rules, regulations, policies, procedures and guidelines. The incumbent evaluates and proposes solutions to difficult situations and provides inputs into the design and development of improved operational support services and delivery processes.

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on facilitating service delivery, ensuring that agreed results are achieved and that work is coordinated and integrated with related services. Work assignments are generally carried out under minimum supervision with the incumbent operating with a high degree of independence, particularly on operational delivery matters. Work is reviewed for feasibility of recommendations and correctness of end results, and on the handling of complex and intricate operational matters involving the new application or interpretation of policy or affecting other related activities of the work unit.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to provide operational and administrative support and guidance for the delivery of services and the resolution of complex issues in compliance with applicable standards. The incumbent liaises with diverse organizational units to coordinate, prioritize and follow up on activities.

External contacts are primarily with counterparts in UN agencies and other international organizations, non-governmental organizations (NGOs), embassies, permanent missions and concerned authorities to coordinate and follow up on pending issues or to obtain clarification, provide guidance on Office practices and procedures and solve administrative-related matters. The incumbent also liaises with service providers for the completion of pending issues.

  
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#### 4. Key Duties and Responsibilities

In accordance with the needs and priorities of the office where the position is located, the incumbent will provide services from among the following duties:

1. Undertake and complete a range of administrative and operational support services encompassing general administration and office support, HR, finance and travel and logistics. Initiate, process, review and follow up on administrative actions, including verifying that information and documentation is in compliance with applicable standards.
2. Play a proactive role in the integration and coordination of support services. Oversee and guide the work of support staff as required and ensure a smooth flow of office work and information within the work unit and with other units.
3. Prepare, draft and finalize correspondence including of a non-routine nature requiring research and understanding of administrative, operational and programme matters and knowledge of programme areas. Undertake quality control of outgoing documents for accuracy of information, grammar and style and compliance with applicable standards. Provide informal translations.
4. Initiate, process and follow up on HR administrative actions, verifying that information is in compliance with applicable standards. Input complete data in the enterprise resource planning (ERP) system. Respond to inquiries and provide general HR-related information to staff. Provide a broad range of HR-related services as required.
5. Participate in the preparation and control of the work unit's accounts regarding allocations and expenditures. Perform operations for authorizing and effectuating expenditures and make adjustments to optimize utilization of funds. Maintain monitoring and reporting systems and prepare budget-related reports and statistics to support the preparation of programme and budget and workplan documentation and financial and technical progress reports for donors.
6. Maintain the official travel plan of the work unit. Make travel and accommodation arrangements, coordinate visa and security requirements and ensure the timely processing of administrative transactions. Provide guidance and assistance to staff relating to arrival, departure and official travel formalities. Develop and maintain contacts with counterparts in government departments and external service providers to facilitate travel, visa, shipping and/or other related issues.
7. Organize and coordinate meetings, workshops and other events. Lead secretariat support services and oversee administrative and financial arrangements. Prepare and oversee preparation of documents, presentations, briefing files and related materials. Take minutes and follow up on implementation of decisions. Attend and participate in internal and external meetings and workshops in assigned areas of work.
8. Ensure the work unit's filing systems are maintained, accessible and efficient. Ensure the update of websites and databases. Design and generate a variety of periodic and ad hoc reports, statistical tables and other background materials.
9. Keep abreast of changes to administrative rules, regulations, policies, procedures, guidelines and other developments and provide guidance and deliver training to staff with the view to building knowledge.
10. Evaluate and propose improvements to work methods and processes. Assess the impact of changes and make recommendations on follow up actions. Liaise closely with other administrative areas to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.

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## 5. Minimum requirements

### Education

Completion of secondary school education. Training in an area related to general administration and office support.

### Experience

Minimum of six years of general administration and office support work experience, including providing various senior level support services. Experience of working with an enterprise resource planning (ERP) system.

### Languages

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### Knowledge and Competencies (technical and behavioural)

Good knowledge of a range of operational areas.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

Knowledge of methods and techniques for assessing quality and efficiency of process execution.

Knowledge of the substantive nature of ILO programmes and activities.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to adapt quickly to new software and systems.

Ability to coordinate and oversee a broad range of operational activities.

Ability to search, retrieve and compile information from a variety of sources.

Good drafting skills.

Ability to coordinate the work of support staff.

Analytical skills and attention to detail.

A high degree of discretion with sense of responsibility in dealing with confidential matters.

Interpersonal skills, tact and diplomacy when dealing with others.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

11. Perform and/or coordinate other general administrative duties such as those related to attendance and leave recording, office space, registry, inventory and procurement matters.
12. Perform other relevant duties as assigned.

Where the position is the Executive Assistant to the Director, along with performing a range of the above duties, the position will:

1. Provide and/or coordinate a variety of office and administrative support services to assist the Director with the smooth running of the Office. Keep informed of important events and activities of the office and inform concerned staff.
2. Update and maintain the Director's agenda. Screen and schedule appointments according to urgency and priority. Coordinate requests from high-level visitors and establish briefing programmes. Receive visitors and respond to in-person, telephone and email inquiries in a timely manner.
3. Analyze, manage and monitor a diverse range of correspondence and documentation, including of a confidential and sensitive nature, bringing important issues to the Director's immediate attention. Draft notes and responses requiring research and an understanding of administrative, operational and programme areas. Prepare and/or review and clear correspondence for the Director's signature, ensuring accuracy of information and compliance with applicable standards.
4. Coordinate the preparation of a range of documents and information covering political and managerial matters and diverse technical areas of the ILO to facilitate the work of the Director in taking strategic decisions and reporting on ILO activities. Determine priorities and follow up on deadlines with staff and managers as appropriate. .
5. Maintain contact with and contact lists of ministers, government officials, employers' and workers' organizations, national and/or sub-regional and regional institutions, UN agencies, and other international organizations and members of the diplomatic corps.
6. As Office focal point for the Talent Management System, support the Director with measures to increase compliance with the different Talent Management System modules, tracking status of compliance of staff in the Office and following up with managers and staff as required. Provide guidance and first-level support, escalating more complex issues to the next level, and run reports and follow up as required.

  
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**Generic title:** Senior Operations Assistant  
**Job family:** General Administration and Office Support Assistants  
**Grade:** G7

### 1. Organizational setting

This position is located in the ....., work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides para-professional operational and administrative services and is responsible for managing the completion of a range of support services in an efficient, effective and client-oriented manner. These relate to the delivery of administrative and office support, and may include HR, finance, travel and logistics and other operational areas. The position leads and supervises a team of support staff. Work involves the use of the enterprise resource planning (ERP) system. The incumbent ensures the correct application, interpretation and adaptation of established rules, regulations, policies, procedures and guidelines. The incumbent evaluates, anticipates needs, determines priorities and provides inputs into the design and development of improved operational support services and delivery processes.

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on facilitating service delivery, reviewing agreed results are achieved. Supervision is to ensure that work is coordinated and integrated with related services and completed within processing timelines. Work assignments are carried out under minimum supervision with the incumbent operating with a high degree of independence in delivering and evaluating the operational services provided. Work is reviewed for feasibility of recommendations and impact of end results.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to enlist support and cooperation and to provide advice for the resolution of complex issues in compliance with applicable standards. Contacts are also to coordinate activities with other units for the delivery of interrelated services.

External contacts are primarily with counterparts in UN agencies and other international organizations, non-governmental organizations (NGOs), embassies, permanent missions and concerned authorities to coordinate and resolve pending issues and seek opportunities for synergies and process improvements aiming at quality and cost effectiveness

  
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#### 4. Key Duties and Responsibilities

1. Responsible for the timely completion of support services in a range of operational and administrative areas encompassing general administration and office support and may also encompass HR, finance, travel and logistics and other operational areas. Evaluate and follow up on service provision to ensure optimum delivery in compliance with applicable standards.
2. Supervise a team of support staff in concerned operational and administrative areas, including distribution and review of work assignments, conducting performance appraisal discussions and ensuring completion of all appraisal forms in accordance with established deadlines, and supporting staff development and learning activities.
3. Conduct research and statistical analysis related to operational issues. Coordinate and prepare budget-related reports and statistics to support the preparation of programme and budget and workplan documentation and financial and technical progress reports for donors. Provide other inputs for internal policy papers or for use in interagency meetings.
4. Participate in the preparation and control of the work unit's accounts regarding allocations and expenditures. Perform operations for authorizing and effectuating expenditures and make adjustments to optimize utilization of funds. Act as certifying officer and approve actions in the enterprise resource planning (ERP) system.
5. Review and approve administrative correspondence and forms, including of a non-routine nature, prepared by other staff, and finalize correspondence requiring research and understanding of operational matters and knowledge of programme areas. Undertake quality control of outgoing documents for accuracy of information, grammar and style and compliance with applicable standards.
6. Oversee HR-related services and review and approve administrative actions.
7. Evaluate and propose improvements to work methods and processes. Assess the impact of changes and make recommendations on follow up actions. Liaise closely with other administrative areas to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
8. Keep abreast of changes to administrative rules, regulations, policies, procedures, guidelines and other developments and provide guidance and deliver training to team members and staff with the view to building knowledge. Provide briefings to staff on operational and administrative issues. Resolve non-standard issues.
9. Coordinate and oversee the organization of meetings, workshops and other events. Participate in internal and external meetings and workshops in assigned areas of work to share information and guidance on administrative matters.
10. Attend and participate in meetings and workshops of UN agencies dealing with operational and administrative UN Common System matters. Prepare information notes on key issues and developments and follow up as required.
11. Perform other relevant duties as assigned.

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## 5. Minimum requirements

### Education

Completion of secondary school education. Training in an area related to general administration and office support.

### Experience

Minimum of seven years of general administration and office support work experience including various senior level support services. Experience of working with an enterprise resource planning (ERP) system.

### Languages

Excellent command of an official language (English, French or Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### Knowledge and competencies (technical and behavioural)

Excellent knowledge of a range of operational areas.

Good knowledge of PC software (including word processor and spreadsheet and presentation software) such as Microsoft Office.

Knowledge of methods and techniques for assessing quality and efficiency of process execution.

Knowledge of the substantive nature of ILO programmes and activities.

Knowledge of UN Common System policies in the area of administration and operations.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Ability to coordinate and oversee a broad range of administrative activities.

Ability to search, retrieve and compile information from a variety of sources.

Good drafting skills.

Analytical skills and attention to detail.

Ability to supervise support staff.

A high degree of discretion with sense of responsibility in dealing with confidential matters.

Interpersonal skills, tact and diplomacy when dealing with others.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

**Generic title:** Operations Officer  
**Job family:** Administration and Operations Officers  
**Grade:** NOA

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides professional services for the administration and delivery of a range of operational services for the Office from several of the following areas: finance, human resources, procurement, facilities and asset management, security, communications, information management and information technology (IT). Services are delivered in an efficient, effective and client-oriented manner and include the use of the enterprise resource planning (ERP) system. Work is governed by established rules, regulations, policies, procedures and guidelines.

The position works under the supervision of [...indicate title of the position]. Day-to-day activities and actions require minimum supervision. Detailed instructions and guidance are provided for special assignments or the handling of unusual or complex matters.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to build and maintain effective working relationships, exchange information on issues related to service delivery, to analyse information and to follow up on outstanding clearance and pending administrative matters.

External contacts are primarily with banks, service providers, United Nations (UN) agencies and working groups, non-governmental organizations (NGOs) and other international organizations to exchange information and obtain assistance to ensure successful delivery of operational services.

### 4. Key duties and responsibilities

1. Provide professional services for the effective delivery of the Office's operational services. Administer day-to-day operations from several of the following areas: finance, human resources, procurement, facilities and asset management, security, communications, information management, information technology (IT), ensuring full compliance with applicable standards.
2. Oversee and guide the work of staff in concerned operational areas. Supervise staff as applicable. Monitor and verify accuracy and appropriateness of administrative transactions processed by support staff. Act as certifying officer and approve actions in the enterprise resource planning (ERP) system.



3. Provide substantive support in the continuous analysis and monitoring of the resource situation (financial, human resources) of the Office. Provide regular management reports to support informed decision-making.
4. Assist in delivery of financial operations and accounting services covering responsibilities for accounts payable, accounts receivable, approval of payments, external payment authorisations (EPAs) and office financial clearance (OFCs), accounts reconciliation, billing, monthly closing of accounts, forecasting, year-end closing of accounts. Provide support for preparation of the Programme and Budget proposals.
5. Assist in delivery of HR operations and services.
6. Maintain liaison on daily administrative matters with local banks, insurance companies, government agencies, other UN agencies, etc. Participate in UN interagency meetings, working groups and joint initiatives on common system activities in the concerned operational areas. Prepare information notes on key issues and developments and follow up as required.
7. Review procurement requests against applicable standards and submit for clearance. Prepare standard solicitation documents. Provide administrative support to bidding processes. Prepare for approval purchase orders within delegated authority.
8. Keep abreast of changes to applicable standards, best practices and technologies in concerned occupational areas. Share knowledge and provide guidance to staff.
9. Monitor the efficiency and effectiveness of work methods and processes and make recommendations for improvements. Liaise closely with staff and managers to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
10. Conduct research and analyse data and information on a variety of operational related subjects. Prepare analytical reports to contribute to programme/project monitoring and provide inputs to reports and other communications.
11. Assist the Country Security Focal Point (CSFP) in ensuring the safety, security and well-being of officials and the security of premises and assets in accordance with United Nations security policies and procedures. Act as Local Security Assistant as required.
12. Perform other relevant duties as required.

## **5. Minimum requirements**

### **Education**

University degree (Bachelor's or equivalent) in a field relevant to the job.

### **Experience**

Minimum of two years of professional work experience in an administrative or operational area.

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## Languages

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

## Knowledge and competencies (technical and behavioural)

Good knowledge of principles and concepts related to the areas of operations (e.g. finance, HR, administration, procurement, etc.).

Good knowledge of PC software (including word processor and spreadsheet and presentation software) such as Microsoft Office.

Knowledge of methods and techniques for designing and assessing quality and efficiency of process execution.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Analytical skills.

Good drafting skills.

Ability to maintain effective working relationships with key stakeholders.

A high degree of discretion with sense of responsibility in dealing with confidential matters.

Interpersonal skills, tact and diplomacy when dealing with others.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

**Generic title:** Senior Operations Officer  
**Job family:** Administration and Operations Officers  
**Grade:** NOB

### 1. Organizational setting

This position is located in the ..... work unit in the Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides comprehensive and professional services in the design and delivery of operational services that facilitate implementation of the Office's programme of work. The incumbent oversees finance, human resources (HR) and administration areas and may also be required to oversee other operational areas such as procurement, facilities and asset management, security, communications, information management and information technology (IT). Services are delivered in an efficient, effective and client-oriented manner and include the use of the enterprise resource planning (ERP) system. The incumbent contributes to the development and enhancement of work methods and procedures. Work is governed by established rules, regulations, policies, procedures and guidelines.

The position works under the supervision of [...indicate title of the position]. The incumbent has a high degree of independence in completing work assignments. Supervision received is focused on the overall delivery of results impacting the Office.



### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to build and maintain effective working relationships, exchange information and gain agreement on operational issues for the improvement of services.

External contacts are primarily with banks, service providers, United Nations (UN) agencies, and working groups, non-governmental organizations (NGOs) and other international organizations to maintain effective working relationships, clarify requirements and resolve issues, and to discuss best practices and latest developments in the concerned operational area.

### 4. Key duties and responsibilities

1. Provide substantial professional services in the design and delivery of operational services encompassing finance, HR and administration areas. Oversee procurement, facilities and asset management, security, communications, information management, information technology (IT), transport, registry and messenger services, as required. Assess and anticipate operational and staffing requirements and contribute to the development of the Office's workplan and preparation of the Programme and Budget proposals.
2. Oversee the work of and provide guidance to staff in concerned operational areas. Supervise staff as applicable. Conduct training in relevant operational areas and provide briefings and induction to new staff.

  
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3. Manage the financial operations and accounting services of the Office covering accounts payable and receivable, approval of payments, accounts reconciliation, forecasting and year-end closing of accounts. Act as Certifying Officer for the Office. Prepare financial reports for management.
4. Oversee and provide professional support for the delivery of a range of HR services including contract administration, recruitment, benefits and entitlements and advisory services to staff and managers. Promote the use of the Talent Management System and other HR tools to ensure compliance in the Office.
5. Assist the Country Security Focal Point (CSFP) in ensuring the safety, security and well-being of officials and the security of premises and assets in accordance with United Nations security policies and procedures. Act as Local Security Assistant as required.
6. Prepare annual plans identifying the Office's major procurement requirements. Oversee the drafting of procurement requests and submit for clearance as appropriate. Prepare or oversee the preparation of standard solicitation documents. Conduct bidding processes ensuring compliance with applicable standards and participate in the analysis and evaluation of received proposals. Prepare for approval purchase orders within delegated authority. Provide guidance to concerned parties on contractual rights and obligations and recommend amendments to and extensions of contracts.
7. Keep abreast of changes to applicable standards and best practices. Share knowledge and provide guidance to staff.
8. Monitor the efficiency and effectiveness of work methods and processes and make recommendations for improvements. Liaise closely with staff and managers to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
9. Conduct research and analyse data and information on a variety of operational related subjects. Prepare analytical reports to contribute to programme/project monitoring and provide inputs to reports and other communications.
10. Participate in UN interagency meetings, working groups and joint initiatives on common system activities in the concerned operational areas. Prepare information notes on key issues and developments and follow up as required.
11. Follow up on internal and external audit recommendations and draft responses to audit inquiries and observations for consideration of supervisor
12. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

University degree (Bachelor's or equivalent) in a field relevant to the job.

### **Experience**

Minimum of three years of professional work experience in administrative or operational areas, including in finance. Experience in working with multiple modules of an enterprise resource planning (ERP) system.

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## Languages

Excellent command of an official working language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

## Knowledge and Competencies (technical and behavioural)

Good knowledge of financial principles and concepts.

Good knowledge of HR management principles and concepts.

Good knowledge of PC software (including word processor and spreadsheet and presentation software) such as Microsoft Office.

Knowledge of project management and the (business) project cycle.

Knowledge of UN Common System policies in the area of administration and operations.

Knowledge of the substantive nature of Organization's work programmes and activities.

Knowledge of methods and techniques for designing and assessing quality and efficiency of process execution.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Analytical skills with ability to make sound judgments and decisions on operational issues.

Good drafting skills and ability to prepare analytical reports on a range of operational areas.

Ability to oversee the work of and provide guidance to staff.

A high degree of discretion with sense of responsibility in dealing with confidential matters.

Interpersonal skills, tact and diplomacy when dealing with others.

Ability to manage competing priorities.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

**Generic title:** Senior Operations Officer  
**Job family:** Administration and Operations Officers  
**Grade:** NOC

### 1. Organizational setting

This position is located in the ..... work unit in the Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides strategic and professional services for the smooth running and well-managed operational services that facilitate implementation of the Office's programme of work. These services encompass finance, human resources (HR), administration and a wide range of other operational areas such as procurement, facilities and asset management, security, communications, information management and information technology (IT). Services are delivered in an efficient, effective and client-oriented manner and include the use of the enterprise resource planning (ERP) system. The incumbent provides authoritative advice and guidance to senior management for optimum delivery of an entire range of operational services. The incumbent develops and implements approaches that enhance work methods and procedures. Work is governed by established rules, regulations, policies, procedures and guidelines.

The position works under the supervision of [...indicate title of the position]. The incumbent has a high degree of independence in completing work assignments. Supervision received is focused on the overall delivery of results impacting the Office.

The incumbent supervises staff working in the above-mentioned operational areas.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to build and maintain effective working relationships, provide authoritative advice and guidance on all operational matters.

External contacts are primarily with banks, service providers, United Nations (UN) agencies and working groups, non-governmental organizations (NGOs) and other international organizations to build and maintain effective working relationships, clarify requirements and resolve issues, and to discuss areas for joint collaboration, best practices and latest developments in the concerned operational area.

### 4. Key duties and responsibilities

1. Plan and manage finance, HR, administration and other operational areas for the Office such as procurement, facilities and asset management, security, communications, information management and information technology (IT), transport, registry and messenger services. Provide strategic and authoritative advice to senior management on all operational matters.

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2. Assess and anticipate operational and staffing requirements, identify priorities, develop and monitor effective implementation of the workplan, ensuring alignment with the overall Office work programme. Coordinate and provide inputs for the preparation of the Programme and Budget proposals.
3. Supervise staff performing operations-related work, including distribution and review of work assignments, conducting performance appraisal discussions and ensuring completion of all appraisal forms in accordance with established deadlines, and supporting staff development and learning activities. Conduct training in relevant operational areas and provide briefings and induction to new staff.
4. Manage the financial operations and accounting services of the Office covering accounts payable and receivable, approval of payments, accounts reconciliation, forecasting and year-end closing of accounts. Act as Certifying Officer for the Office. Prepare financial reports for management.
5. Oversee and provide professional services for the delivery of a range of HR services including contract administration, recruitment, benefits and entitlements and advisory services to staff and managers. Promote the use of the Talent Management System and other HR tools to ensure compliance in the Office.
6. Assist the Country Security Focal Point (CSFP) in ensuring the safety, security and well-being of officials and the security of premises and assets in accordance with United Nations security policies and procedures. Act as Local Security Assistant as required.
7. Prepare annual plans identifying the Office's major procurement requirements. Oversee the drafting of procurement requests and submit for clearance as appropriate. Prepare or oversee the preparation of standard solicitation documents. Conduct bidding processes ensuring compliance with applicable standards and participate in the analysis and evaluation of received proposals. Prepare for approval purchase orders within delegated authority. Provide guidance to concerned parties on contractual rights and obligations and recommend amendments to and extensions of contracts.
8. Keep abreast of changes to applicable standards and best practices. Share knowledge and provide guidance to staff.
9. Monitor the efficiency and effectiveness of work methods and processes and make recommendations for improvements. Liaise closely with staff and managers to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
10. Conduct research and analyse data and information on a variety of operational related subjects. Prepare analytical reports to contribute to project monitoring and provide inputs to reports and other communications.
11. Participate in UN interagency meetings, working groups and joint initiatives on common system activities in the concerned operational areas. Prepare information notes on key issues and developments and follow up as required.
12. Follow-up on internal and external audit recommendations and draft responses to I audit inquiries and observations for consideration of supervisor.
13. Perform other relevant duties as assigned.

## 5. Minimum requirements

### Education

University degree (Bachelor's or equivalent) in a field relevant to the job.

### Experience

Minimum of five years of professional work experience in administrative or operational areas, including in finance. Experience in working with multiple modules of an enterprise resource planning (ERP) system, in particular finance and HR modules. Experience of overseeing the work of staff.

### Languages

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### Knowledge and Competencies (technical and behavioural)

Good knowledge of finance principles and concepts.

Good knowledge of HR management principles and concepts.

Good knowledge of project management and the (business) project cycle.

Good knowledge of UN Common System policies in the area of administration and operations.

Good knowledge of PC software (including word processor and spreadsheet and presentation software) such as Microsoft Office.

Knowledge of the substantive nature of Organization's work programmes and activities.

Knowledge of methods and techniques for designing and assessing quality and efficiency of process execution.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Analytical skills with ability to make sound judgments and decisions on operational issues.

Good drafting skills and ability to prepare analytical reports on a range of operational areas.

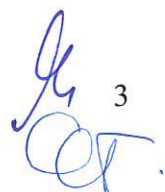
Ability to plan, manage and supervise staff.

A high degree of discretion with sense of responsibility in dealing with confidential matters.

Interpersonal skills, tact and diplomacy when dealing with others.

Ability to manage competing priorities.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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**Generic title:** Human Resources Assistant

**Job family:** Human Resources Assistants

**Grade:** G5

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides a range of specialized HR support services related to the employment and servicing of staff and managers. The incumbent performs at a fully operational level and in an efficient, effective and client-oriented manner. The incumbent performs HR specialized processes using the enterprise resource planning (ERP) system. The incumbent ensures the correct application of established HR rules, regulations, policies, procedures and guidelines.

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on the timeliness of process execution and the quality of outputs. The incumbent works with a moderate degree of independence. Work is reviewed for correctness in the application of rules, regulations, policies, procedures and guidelines.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to provide support and exchange information on issues related to service delivery, status of activities, and on correct application of established standards. The incumbent regularly liaises with and receives guidance from the regional HR unit and collaborates appropriately with staff representatives.

External contacts are primarily with counterparts in Government (permanent missions and concerned authorities), United Nations (UN) agencies and other international organizations, to seek or provide information for the completion of pending issues.

### 4. Key duties and responsibilities

1. Perform a range of specialized HR support duties including initiating, processing and following up on HR administrative actions in the assigned area(s) of work, verifying that information is in compliance with established standards, and maintaining the corresponding files and records.
2. Collect and review information on HR-related matters and input complete data in the enterprise resource planning (ERP) system. Extract and compile HR data and present information to support analysis and reporting needs.
3. Provide support in the areas of contract administration and benefits and entitlements by following up on contract renewals, reviewing and verifying information and documentation,

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determining and monitoring eligibility of staff to receive benefits and entitlements and preparing related official communications and correspondence.

4. Provide assistance to the recruitment process, including preparing, disseminating and posting vacancy announcements, undertaking preliminary qualification and eligibility screening of applicants, providing support and arranging interviews and tests, serving as note-taker on interview panels as appropriate, and communicating with applicants.
5. Arrange and assist in the conduct of staff briefing and debriefing sessions.
6. As a focal point for the Talent Management System, provide guidance and training to staff and managers on new functionalities and requirements, provide first-level support, escalating more complex issues to the next level, and run reports and follow up as required.
7. Keep abreast of changes to HR rules, regulations, policies, procedures and developments and share information with concerned parties, providing further clarification as required.
8. Handle various HR inquiries from staff and managers and prepare formal responses requiring explanation of rules, regulations and procedures. Raise more complex issues with the supervisor.
9. Process documents for stay permits, visas and other official or administrative matters and follow up with concerned staff or authorities as required
10. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

Completion of secondary school education.

### **Experience**

Minimum of five years of office support experience including in the area of HR administration. Experience of working with an enterprise resource planning (ERP) system.

### **Languages**

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### **Knowledge and Competencies (technical and behavioural)**

Knowledge of HR administration.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

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Ability to interpret and work within the applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Analytical skills and attention to detail.

A high degree of discretion with sense of responsibility in dealing with confidential matters.

Interpersonal skills, tact and diplomacy when dealing with others.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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**Generic title:** Senior Human Resources Assistant

**Job family:** Human Resources Assistants

**Grade:** G6

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides senior level HR support and is responsible for performing, completing and/or overseeing specialized HR support services in an efficient, effective and client-oriented manner. Work is performed in a range of areas encompassing benefits and entitlements, position management, recruitment, and involves the use of the enterprise resource planning (ERP) system. The incumbent ensures transparency in the correct application, interpretation and adaptation of established HR rules, regulations, policies, procedures and guidelines. The incumbent evaluates and proposes solutions to difficult situations and provides inputs into the design and development of improved HR services and delivery processes.

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on facilitating service delivery, ensuring that agreed results are achieved and that work is coordinated and integrated with related services within processing timelines. Work assignments are generally carried out under minimum supervision with the incumbent operating with a high degree of independence, particularly on operational delivery matters. Work is reviewed for feasibility of recommendations and correctness of end results. Work involving the handling of complex and intricate HR matters including those affecting related activities of the work unit is also reviewed.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to provide guidance and support for the resolution of complex issues in compliance with applicable standards. Contacts are also to coordinate activities with other units for the delivery of interrelated services. The incumbent regularly liaises with and receives guidance from the regional HR unit and collaborates appropriately with staff representatives.

External contacts are primarily with counterparts in Government (permanent missions and concerned authorities), United Nations (UN) agencies and other international organizations to coordinate and follow up on pending issues. The incumbent shares information and collaborates on the integration of processes or activities, and anticipates and contributes to resolving complex administrative and HR support matters.

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#### 4. Key duties and responsibilities

1. Undertake and complete specialized support services in a range of HR areas encompassing benefits and entitlements, position management and recruitment. Initiate, process, review and follow up on HR administrative actions, including verifying that information and documentation is in compliance with related rules, regulations, policies and procedures.
2. Oversee and/or provide support in the areas of contract administration and benefits and entitlements by following up on contract renewals, reviewing and verifying information and documentation, determining and monitoring eligibility of staff to receive benefits and entitlements and preparing related official communications and correspondence.
3. Evaluate and propose improvements to work methods and processes. Assess the impact of changes and make recommendations on follow-up actions. Liaise closely with other administrative areas to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
4. Handle HR-related cases and queries, including those of a non-routine and complex nature, in a timely manner. Undertake research on other cases, precedents and related supportive information to analyse cases and present findings and proposals to the supervisor or concerned work unit at headquarters as appropriate. Document the case and finalize and communicate the outcome to concerned parties.
5. Oversee and guide the work of support staff performing HR-related work as required.
6. Coordinate and provide a broad range of recruitment services, including discussing requests with managers, providing guidance on the drafting of and finalizing job descriptions. Serve as note-taker on panel interviews and draft panel report for review of panel members, as appropriate. Prepare letters of appointment.
7. Provide briefing and debriefing to staff including answering complex queries related to benefits and entitlements and HR procedures.
8. Collect and review information on HR-related matters and input complete data in the enterprise resource planning (ERP) system. Extract, compile and analyse HR data and information and prepare corresponding reports.
9. As Office focal point for the Talent Management System, provide guidance and training to staff and managers on new functionalities and requirements, provide first level support, escalating more complex issues to the next level and run reports and follow up as required.
10. Keep abreast of changes to HR rules, regulations, policies, procedures and developments and provide guidance and deliver training to staff with the view to building knowledge.
11. Attend and participate in meetings and workshops of UN agencies dealing with HR and UN Common System matters. Prepare reports for International Civil Service Commission (ICSC) surveys.
12. Perform other relevant duties as assigned.

#### 5. Minimum requirements

##### Education

Completion of secondary school education. Training in HR administration.

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## **Experience**

Minimum of six years of office support work experience, the majority of which in HR administration. Experience of working with an enterprise resource planning (ERP) system, in particular HR modules.

## **Languages**

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

## **Knowledge and Competencies (technical and behavioural)**

Good knowledge of HR administration.

Good knowledge of UN Common System policies in the area of HR.

Knowledge of methods and techniques for assessing quality and efficiency of process execution.

Knowledge and understanding of the substantive nature of ILO programmes and activities.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Drafting skills.

Analytical skills and attention to detail.

A high degree of discretion with sense of responsibility in dealing with confidential matters.

Interpersonal skills, tact and diplomacy when dealing with others.

Ability to coordinate the work of support staff.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.



**Generic title:** Senior Human Resources Assistant

**Job family:** Human Resources Assistants

**Grade:** G7

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ...  
[DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides para-professional HR services and is responsible for managing the completion of specialized support services in a range of areas encompassing benefits and entitlements, position management, recruitment. The position leads and supervises a team of HR support staff. The incumbent works in an efficient, effective and client-oriented manner in performing a range of administrative actions related to the HR operations of the Office. Work involves using the enterprise resource planning (ERP) system. The incumbent ensures the correct application, interpretation and adaptation of established rules, regulations, policies procedures and guidelines. The incumbent evaluates, anticipates needs, determines priorities and provides inputs into the design and development of improved HR services and delivery processes.

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on facilitating service delivery and reviewing the impact of agreed results. Supervision is to ensure that work is coordinated and integrated with related services and completed within processing timelines. Work assignments are carried out under minimum supervision with the incumbent operating with a high degree of independence in delivering and evaluating the services of the work unit. Work is reviewed for feasibility of recommendations and impact of end results.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to enlist support and cooperation and to provide advice for the resolution of complex HR issues in compliance with applicable standards. Contacts are also to coordinate activities with other units for the delivery of interrelated services. The incumbent liaises with and receives guidance from the regional HR unit on complex and intricate HR-related matters and collaborates appropriately with staff representatives.

External contacts are primarily with counterparts in Government (permanent missions and concerned authorities), United Nations (UN) agencies and other international organizations to coordinate and resolve pending issues and seek opportunities for synergies and process improvements aiming at quality and cost-effectiveness.

### 4. Key duties and responsibilities

1. Responsible for the timely completion of specialized HR support services in a range of areas encompassing benefits and entitlements, position management and recruitment

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and ensuring compliance with applicable standards. Evaluate and follow up on HR service provision to ensure optimum delivery in compliance with rules, regulations policies and procedures.

2. Supervise a team of HR support staff, including distribution and review of work assignments, conducting performance appraisal discussions and ensuring completion of all appraisal forms in accordance with established deadlines, and supporting staff development and learning activities.
3. Evaluate and propose improvements to work methods and processes with a view to ensuring optimum efficiency and effectiveness. Liaise closely with other administrative areas to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
4. Review and revise job descriptions for General Service and National Professional Officer positions ensuring conformity with applicable grading standards for approval of the regional HR team.
5. Coordinate and provide comprehensive recruitment services, including discussing requests with managers, providing guidance on the drafting of and finalizing job descriptions. Serve as note-taker on panel interviews and draft panel report for review of panel members, as appropriate. Review letters of appointment.
6. Provide briefing and debriefing to staff including answering complex queries related to benefits and entitlements and HR procedures.
7. Undertake research and statistical analysis related to HR issues.
8. Review and revise correspondence prepared by team members including on cases and queries of a non-routine and complex nature that may require research and analysis. Ensure cases are documented and the outcome communicated to concerned parties.
9. As Office focal point for the Talent Management System, provide guidance and training to staff and managers on new functionalities and requirements, provide first level support, escalating more complex issues to the next level and run reports and follow up as required."
10. Attend and participate in meetings and workshops of UN agencies dealing with HR and UN Common System matters. Prepare reports for International Civil Service Commission (ICSC) surveys. Prepare information notes on key issues and developments and follow up as required.
11. Keep abreast of changes to HR rules, regulations, policies, procedures and other developments and provide guidance and deliver training to team members and staff with the view to building knowledge. Brief and provide guidance to HR support staff on HR issues and the application and interpretation of applicable rules, regulations, policies and procedures.
12. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

Completion of secondary school education. Training in HR administration.

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## **Experience**

Minimum of seven years of operational or administrative support work experience, the majority of which in the provision of HR support services. Experience of working with an enterprise resource planning (ERP) system, in particular HR modules.

## **Languages**

Excellent command of an official language (English, French or Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

## **Knowledge and competencies (technical and behavioural)**

Excellent knowledge of HR administration.

Good knowledge of HR principles and concepts including conflict resolution and industrial relations practices.

Good knowledge of UN Common System policies in the area of HR.

Knowledge of methods and techniques for assessing quality and efficiency of process execution.

Knowledge and understanding of the substantive nature of ILO programmes and activities.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Drafting skills.



Analytical skills and attention to detail.

A high degree of discretion with sense of responsibility in dealing with confidential matters.

Interpersonal skills, tact and diplomacy when dealing with others.

Ability to supervise support staff.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

  
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**Generic title:** Human Resources Officer

**Job family:** Human Resources Officers

**Grade:** NOA

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO). This work unit ...  
[DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides professional services for the efficient, effective and client-oriented delivery and administration of a range of regional HR operational activities. These activities cover development, monitoring, evaluation and administration of, and providing guidance on, an identified set of HR services for the Region. Work is governed by established HR rules, regulations, policies, procedures and guidelines and includes the use of the enterprise resource planning (ERP) system.

The position works under the supervision of [...indicate title of the position]. Day-to-day activities and actions require minimum supervision. Detailed instructions and guidance are provided for special assignments or the handling of unusual or complex matters. Managerial focus provides for both substantive oversight and programme facilitation.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to maintain effective working relationships, exchange information on the interpretation of policies and analysis of information required for HR processes and collaborate appropriately with staff representatives.

External contacts are primarily with counterparts in Government (permanent missions and concerned authorities), United Nations (UN) agencies and other international organizations to exchange information and obtain assistance on HR policy-related and thematic matters.

### 4. Key duties and responsibilities

1. Provide professional services to the supervisor for an identified set of HR services. Oversee the work of and provide guidance to staff performing HR-related work in the Region. Supervise staff as applicable.
2. Monitor and verify accuracy and appropriateness of HR actions in the assigned technical areas initiated and/or processed by HR and other support staff in the Region and approve actions in the enterprise resource planning (ERP) system under delegated authority.
3. Contribute towards the harmonization of recruitment processes in the Region with a view to establishing and maintaining the consistent application of grading standards, structures and recruitment processes. Serve as note-taker on panel interviews, and draft panel reports for review of panel members, as appropriate.

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4. Review, revise and classify job descriptions for General Service and National Professional Officer positions in conformity with applicable grading standards.
5. Ensure requests for grading reviews meet the conditions of the corresponding policy and procedures and that all required information and documentation is provided. Draft communications and provide related information to staff and managers. Participate in reclassification reviews and desk audits and prepare draft reports of findings.
6. Perform research, analyse HR data and information pertaining to the Region from a variety of sources and prepare analytical reports for senior management.
7. Promote the use of the Talent Management System and other HR tools to ensure compliance across the Region.
8. Monitor the efficiency and effectiveness of work methods and processes throughout the region and make recommendations for improvements. Liaise closely with staff and managers to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
9. Keep informed of and develop knowledge on HR policies, developments and best practices. Share knowledge to ensure staff are well informed and work in line with changes to the rules, regulations, policies and procedures.
10. Identify training needs of staff performing HR-related work, develop HR-related training materials and tools and organize and conduct training and briefing sessions and workshops for staff in the Region on HR rules, regulations, policies and procedures. Provide support to talent management initiatives.
11. Represent the work unit in regional and local inter-agency coordination committees and meetings dealing with HR and UN Common System matters, prepare information notes on key issues and developments and follow up as required.
12. May undertake missions to other offices or to project sites in order to perform their duties and responsibilities.
13. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

University degree (Bachelor's or equivalent) in a field relevant to the job.

### **Experience**

Minimum of two years of professional HR experience.

### **Languages**

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### **Knowledge and Competencies (technical and behavioural)**

Good knowledge of HR principles and concepts including conflict resolution and industrial relations practices.



Knowledge of methods and techniques for designing and assessing quality and efficiency of process execution.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within applicable rules, regulations, policies and procedures.

Research and analytical skills.

Drafting skills.

Ability to maintain effective working relationships with key stakeholders.

Ability to manage competing priorities.

Absolute discretion in dealing with confidential matters and ability to interact appropriately in highly sensitive situations.

Interpersonal skills, tact and diplomacy when dealing with others.

Ability to adapt quickly to new software and systems.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

  
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**Generic title:** Senior Human Resources Officer

**Job family:** Human Resources Officers

**Grade:** NOB

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO). This work unit ...  
[DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides comprehensive and professional services in the design, delivery and administration of a wide range of HR services across the Region. Work involves providing professional HR services for the development and enhancement of regional work methods and procedures. The incumbent assists the supervisor in the day-to-day management of the work unit and in the development of the work unit's workplan based on identified needs and priorities. Services are delivered in an efficient, effective and client oriented manner and include the use of the enterprise resource planning (ERP) system. Work is governed by established HR rules, regulations, policies, procedures and guidelines.

The position works under the supervision of [...indicate title of the position]. The incumbent has a high degree of independence in completing work assignments. Supervision received is focused on the overall delivery of results impacting the Region.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and HQ to build and maintain effective working relationships, exchange information on the interpretation of policies and analysis of information and gain agreement on HR related issues and collaborate appropriately with staff representatives.

External contacts are primarily with counterparts in Government (permanent missions and concerned authorities), United Nations (UN) agencies and other international organizations to maintain effective working relationships and discuss HR policy-related and thematic matters.

### 4. Key duties and responsibilities

1. Provide substantial professional services to the supervisor in the delivery of comprehensive range of HR services across the Region. Assist the supervisor in the day-to-day management of the work unit. Oversee the work of and provide guidance to HR and other staff. Supervise staff as applicable. Contribute to the development of the work unit's workplan based on identified needs and priorities.
2. Prepare official documents, reports, briefing notes, guidance and training materials and standard operating procedures on selected HR policy areas and procedures.
3. Monitor and verify accuracy and appropriateness of a broad variety of HR actions initiated and/or processed by HR and other support staff in the Region and approve actions in the enterprise resource planning (ERP) system under delegated authority.



4. Perform research and analyse data and information from a variety of sources. Prepare analytical reports for senior management. Assist the supervisor with reviewing and revising documents and reports.
5. Formulate proposals to introduce and harmonize HR processes and best practices between offices in the Region. Liaise closely with HR counterparts in other ILO regional offices to share information with a view to developing a common approach.
6. Monitor the efficiency and effectiveness of work methods and processes and make recommendations for improvements. Liaise closely with staff and managers to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
7. Assist the supervisor with evaluating and determining specific training needs in the Region and in the development, planning and implementation of a learning strategy, training programmes and other talent management initiatives.
8. Promote the use of the Talent Management System and other HR tools to ensure compliance across the Region.
9. Undertake reclassification reviews by conducting desk audits, preparing grading reports of findings and recommending the appropriate grade level ensuring conformity with applicable grading standards for approval of the supervisor.
10. Review, classify and approve job descriptions for General Service and National Professional Officer positions. Oversee and coordinate recruitment activities as assigned. Serve as HR representative on selection panels, draft panel reports for review of panel members, as appropriate and review recruitment recommendations.
11. Keep informed of and develop knowledge on HR policies, developments, best practices and processes. Provide advice and guidance to staff and managers in the Region on HR rules, regulations, policies and procedures.
12. Represent the work unit in regional and local inter-agency coordination committees and meetings dealing with HR and UN Common System matters and prepare information notes on key issues and developments and follow up as required.
13. May undertake missions to other offices or to project sites in order to perform their duties and responsibilities.
14. Perform other relevant duties as assigned.

## 5. Minimum requirements

### Education

University degree (Bachelor's or equivalent) in a field relevant to the job.

### Experience

Minimum of three years of professional HR-related experience. Experience in working with an enterprise resource planning (ERP) system, in particular HR modules.

### Languages

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

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## **Knowledge and Competencies (technical and behavioural)**

Good knowledge of HR management principles and concepts including conflict resolution and industrial relations practices.

Knowledge of UN Common System policies in the area of HR.

Knowledge of the substantive nature of Organization's work programmes and activities.

Research and analytical skills.

Drafting skills.

Knowledge of methods and techniques for designing and assessing quality and efficiency of process execution.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within applicable rules, regulations, policies and procedures.

Ability to maintain effective working relationships with key stakeholders.

Ability to manage competing priorities.

Absolute discretion in dealing with confidential matters and ability to interact appropriately in highly sensitive situations.

Interpersonal skills, tact and diplomacy when dealing with others.

Ability to adapt quickly to new software and systems.

Ability to oversee the work of and provide guidance to staff.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.



**Generic title:** Information Technology Assistant  
**Job family:** Information Technology Assistants  
**Grade:** G5

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office. This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT].

### 2. Main purpose

As a team member, the incumbent provides a range of user support services in an effective, efficient and client-oriented manner. Work involves providing end user assistance, managing active directory (AD) objects, supporting and maintaining office equipment, organizing and maintaining shared drive data, supporting software deployment, and monitoring and supporting local area networks (LAN). The incumbent performs the day-to-day work at a fully operational level and identifies and resolves a variety of recurring ICT issues, requiring the correct application of ICT-related rules, regulations, policies, procedures and guidelines.

The position provides support to higher level ICT staff in the Office. The position works under the supervision of [...indicate title of the position]. Supervision received is focused on the timeliness of process execution and the quality of outputs. The incumbent works with a moderate degree of independence. Work is reviewed for correctness in the application of Office-wide ICT standards. For non-routine issues, the incumbent is required to request and follow the technical instructions from more senior level ICT staff in the office.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations, regional office and headquarters to provide support and exchange information on processes and issues related to ICT service delivery in compliance with applicable standards. The incumbent regularly liaises with and seeks and receives guidance from the Senior IT Assistant/IT Officer in the office.

External contacts are primarily with ICT service providers to coordinate ICT services and with counterparts in United Nations (UN) agencies and other international organizations to seek or provide information on services or supplies and related costs.

### 4. Key duties and responsibilities

1. Perform a range of ICT support functions related to software and hardware deployment, AD object management, LAN support, end-user support, and ensuring compliance with applicable standards.
2. Troubleshoot desktop and standard application-related problems (on-site and using remote support technologies) in compliance with established escalation procedures. Provide basic assistance and training to end users on how to solve common ICT issues and provide inputs into guidance documents as required.

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3. Based on information provided by HR and/or responsible staff in the office, manage user accounts ensuring their timely creation, maintenance and end-dating in accordance with the contractual status of staff. Store and maintain user details in the AD and verify accuracy on a regular basis. Review and clean up unnecessary computer objects in the AD to ensure license compliance.
4. Install, replace and maintain ICT hardware and software, including desktop hardware, laptops, printers, phones and WiFi access points. Deploy most recent image on ILO official PCs and ensure they are running official antivirus software. Clean personal computers (PCs) of viruses and spyware upon instruction from HQ. Update the PC hardware inventory in accordance with HQ recommendations. Deploy and configure official mobile phones and tablets. Configure PCs to run the enterprise resource planning (ERP) system and other enterprise applications.
5. Grant access rights to file systems and applications through groups based on established naming conventions and standards. Clean up file systems. Inform staff of mailbox and file system quotas and assist them with compliance. Assist users to remove unnecessary personal data files and duplicates. Back up data stored on non-centralized infrastructure in compliance with applicable standards.
6. Log tickets describing technical problems that cannot be resolved locally and escalate to Senior IT Assistant/IT Officer in the office.
7. Deploy software through the System Centre Configuration Manager (SCCM). Remove inappropriate software. Remove and replace legacy software as it becomes obsolete.
8. Keep abreast of relevant ICT rules, regulations, policies, procedures, guidelines and processes. Share information with and provide guidance to staff, reinforcing the need to observe ICT standards. Participate in ICT-related meetings and workshops.
9. Provide other ICT support services including setting up video conference equipment, organizing logistics for deployment of ICT hardware in support of meetings.
10. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

Completion of secondary school education.

### **Experience**

Minimum of five years of IT work experience in a range of support functions.



### **Languages**

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### **Knowledge and competencies (technical and behavioural)**

Knowledge of ICT security principles and practices.

Knowledge of operating systems, enterprise applications, networks and ITIL processes.

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Excellent knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Ability to follow incident management processes.

Troubleshooting and problem-solving skills.

Accuracy and attention to detail.

Confidentiality and a sense of responsibility to maintain data integrity.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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**Generic title:** Senior Information Technology Assistant

**Job family:** Information Technology Assistants

**Grade:** G6

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) or the Decent Work Technical Support Team/Country Office (DWT/CO) or the Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT].

### 2. Main purpose


As a team member, the incumbent provides senior level user support and is responsible for performing, completing and/or overseeing standard information and communications technology (ICT) support services in an effective, efficient and client oriented manner. Work is performed in a range of areas encompassing end user assistance, managing active directory (AD) objects, managing and maintaining office equipment, organizing and maintaining shared drive data, supporting software deployment, and monitoring and supporting local area networks (LAN) and wide area networks (WAN). Work requires the correct application of ICT-related rules, regulations, policies, procedures and guidelines. The incumbent provides inputs for the improvement of ICT services.

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on facilitating service delivery and that agreed results are achieved. Supervision is to ensure that work is coordinated and in compliance with regional IT guidance and completed within agreed timelines. Work assignments are carried out under minimum supervision with the incumbent operating with a high degree of independence in delivering ICT services. Work is reviewed for feasibility of recommendations and correctness of end results. For issues of a non-routine and intricate nature, the incumbent makes recommendations to and seeks the approval of the IT Officer designated by the Regional Office.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations, regional office and headquarters to provide ICT support and guidance for the resolution of non-routine issues and problems related to ICT service delivery in compliance with applicable standards. The incumbent regularly liaises with and seeks and receives guidance from the IT Officer designated by the Regional Office.

External contacts are primarily with ICT service providers and counterparts in United Nations (UN) agencies and other international organizations to coordinate and follow up on pending issues. The incumbent shares information and anticipates and contributes to resolving ICT-related support matters.

  
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#### 4. Key duties and responsibilities

1. Undertake and complete a range of ICT support functions related to software and hardware deployment, organizing and maintaining shared drive data, AD object management, LAN and WAN support, end-user support and ensuring compliance with applicable standards.
2. Troubleshoot desktop and application-related problems (on-site and using remote support technologies) in compliance with established escalation procedures. Draft user guides and how-to documents and provide assistance and training to end users. Log tickets, including on technical problems with external service providers and follow up to ensure resolution of underlying service issue.
3. Keep abreast of changes to ICT rules, regulations, policies, procedures, guidelines and processes. Evaluate and propose improvements to work methods and processes to the IT Officer designated by the Regional Office. Provide guidance and deliver training to staff with the view to building knowledge and reinforcing the need to observe ICT standards. Participate in ICT-related meetings and workshops. Oversee and guide the delivery of ICT-related support work.
4. Based on information provided by HR and/or responsible staff in the office, manage user accounts ensuring their timely creation, maintenance and end-dating in accordance with the contractual status of staff. Store and maintain user details in the AD and verify accuracy on a regular basis. Review and clean up unnecessary computer objects in the AD to ensure license compliance.
5. Manage replacement and maintenance of ICT hardware and software. Deploy most recent image on ILO official PCs and ensure they are running official antivirus software. Clean personal computers (PCs) of viruses and spyware upon instruction from HQ. Manage the PC hardware inventory ensuring that all PCs are accounted for and that old equipment is removed from the official inventory in accordance with HQ recommendations. Ensure adherence to hardware standards. Deploy and configure official mobile phones and tablets. Configure PCs to run the enterprise resource planning (ERP) system and other enterprise applications.
6. Ensure efficient data organization and timely maintenance. Grant access rights to file systems and applications through groups based on established naming conventions and standards. Clean up file systems. Inform staff of mailbox and file system quotas and assist them with compliance. Assist users to remove unnecessary personal data files and duplicates. Back up application data stored on non-centralized infrastructure in compliance with applicable standards.
7. Ensure that software on Office hardware is licensed and maintained. Deploy software through the System Centre Configuration Manager (SCCM) and create and use test plans to control the quality of ICT software and version changes. Create group policy objects and SCCM application packages. Remove inappropriate software. Remove and replace legacy software as it becomes obsolete. Troubleshoot performance problems for enterprise and cloud applications, seeking guidance from the IT Officer designated by the Regional Office as required.
8. Monitor the office's Internet consumption through usage statistics. Assist regional and/or HQ IT teams to address problematic connectivity issues. Monitor excessive bandwidth consumption and seek guidance from the responsible IT Officer designated by the Regional Office as appropriate. Prepare inputs, run reports and extract, compile and present data to support analysis and reporting needs.
9. Monitor daily the continued availability of WAN accelerator functionality. Install WiFi access points and configure network switches securely and in accordance with

applicable network architecture standards. Ensure the physical environment (electricity, cooling, cabling, isolation) is appropriate for housing the firewall, WAN accelerator, Internet arrivals, network switches, servers and any additional storage managed locally.

10. Provide other ICT support services including setting up video conference equipment, organizing logistics for deployment of ICT hardware in support of meetings.

11. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

Completion of secondary school education. Training in a range of IT user support service areas.

### **Experience**

Minimum of six years of IT work experience in a range of support functions.

### **Languages**

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### **Knowledge and competencies (technical and behavioural)**

Knowledge of ICT security principles and practices.

Knowledge of operating systems, enterprise applications and ITIL processes.

Knowledge of the substantive nature of ILO programmes and activities.

Excellent knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems.


Ability to follow incident management processes.

Troubleshooting and problem-solving skills.

Accuracy and attention to detail.

Confidentiality and a sense of responsibility to maintain data integrity.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

  
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CCF

**Generic title:** Senior Information Technology Assistant

**Job family:** Information Technology Assistants

**Grade:** G7

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) or the Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office. This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT].

### 2. Main purpose



As a team member, the incumbent provides senior level user support and is responsible for managing the completion of a range of standard information and communications technology (ICT) support services in an efficient, effective and client-oriented manner. These relate to end user assistance, managing active directory (AD) objects, managing office equipment, organizing shared drive data, supporting software deployment, and monitoring and supporting local area networks (LAN) and wide area networks (WAN). The position leads and supervises a team of ICT support staff. The incumbent ensures the correct application of ICT-related rules, regulations, policies, procedures and guidelines. The incumbent evaluates, anticipates needs, determines priorities and provides inputs for the improvement of user support services.

The position works under the supervision of [...indicate title of the position]. Supervision received is focused on facilitating service delivery and that agreed results are achieved within agreed timelines. Supervision is to ensure that work is coordinated and in compliance with regional ICT guidance. Work assignments are carried out under minimum supervision with the incumbent operating with a high degree of independence in delivering and evaluating ICT services. Work is reviewed for feasibility of recommendations and impact of end results. For issues of a non-routine and intricate nature, the incumbent makes recommendations to and seeks the approval of the IT Officer designated by the Regional Office.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to provide ICT support and guidance for the resolution of non-routine issues and problems related to ICT service delivery in compliance with applicable standards. The incumbent provides advice to ICT staff for the resolution of issues and liaises with and receives guidance from the IT Officer designated by the Regional Office.

External contacts are primarily with ICT service providers and counterparts in United Nations (UN) agencies and other international organizations to coordinate and follow up on pending issues. The incumbent shares information and anticipates and contributes to resolving ICT-related support matters.

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#### 4. Key Duties and Responsibilities

1. Responsible for the timely completion of support services in a range of ICT areas encompassing end user assistance, managing AD objects, managing office equipment used by end users, organizing shared drive data, supporting software deployment, and monitoring and supporting LAN and WAN. Evaluate and follow up on service provision to users to ensure optimum delivery in compliance with applicable standards.
2. Supervise a team of ICT support staff, including distribution and review of work assignments, conducting performance appraisal discussions and ensuring completion of all appraisal forms in accordance with established deadlines, and supporting staff development and learning activities.
3. Troubleshoot desktop and application-related problems (on-site and using remote support technologies) in compliance with established escalation procedures. Ensure that tickets are logged appropriately, including on technical problems with external service providers and follow up to ensure resolution of underlying service issue. Draft and oversee the preparation of user guides and how-to documents and provide assistance and training to end users.
4. Ensure the proper administration of user accounts, access rights and issues related to software license compliance. Oversee the replacement and maintenance of ICT hardware and software and clean-up of computer objects, ensuring adherence to standards established by headquarters. Manage the PC hardware inventory, ensuring that all PCs are accounted for and that old equipment is removed from the official inventory in accordance with HQ recommendations. Ensure adherence to hardware standards established by HQ
5. Create group policy objects and SCCM application packages. Remove inappropriate software. Remove and replace legacy software as it becomes obsolete. Troubleshoot performance problems for enterprise and cloud applications, seeking guidance from the IT Officer designated by the Regional Office as required.
6. Ensure efficient data organization and timely maintenance. Inform staff of mailbox and file system quotas and assist them with compliance. Assist users to remove unnecessary personal data files and duplicates. Ensure that application data stored on non-centralized infrastructure is backed up in compliance with applicable standards.
7. Monitor the Office's Internet consumption through usage statistics. Assist Regional and/or HQ IT teams to address problematic connectivity issues. Monitor and address excessive bandwidth consumption. Prepare inputs, run reports and extract, compile and present data to support analysis and reporting needs.
8. Monitor daily the continued availability of WAN accelerator functionality. Configure network switches securely and in accordance with applicable network architecture standards. Ensure the physical environment (electricity, cooling, cabling, isolation) is appropriate for housing the firewall, WAN accelerator, Internet arrivals, network switches, servers and any additional storage managed locally.
9. Evaluate and propose improvements to work methods and processes within the team. Assess the impact of changes, make recommendations and implement follow up actions for the effective ICT services to end users.
10. Keep abreast of changes to ICT rules, regulations, policies, procedures, guidelines and other developments and provide guidance and deliver training to team members and staff with the view to building knowledge. Participate in ICT-related meetings and workshops and provide briefings to staff on related issues.
11. Perform other relevant duties as assigned.



## 5. Minimum requirements

### Education

Completion of secondary school education. Training in a range of IT user support service areas.

### Experience

Minimum of seven years of IT work experience in a range of support functions.

### Languages

Excellent command of an official language (English, French or Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### Knowledge and competencies (technical and behavioural)

Good knowledge of ICT security principles and practices.

Good knowledge of operating systems, enterprise applications and ITIL processes.

Knowledge of the substantive nature of ILO programmes and activities.

Excellent knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Ability to follow incident management processes.

Troubleshooting and problem-solving skills.

Accuracy and attention to detail.

Confidentiality and a sense of responsibility to maintain data integrity.

Ability to supervise support staff.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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**Generic title:** Information Technology Officer

**Job family:** Information Technology Officers

**Grade:** NOA

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office / Decent Work Team/Country Office / Country Office. This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides professional technical support for the efficient, effective and client-oriented delivery and administration of a range of information and communication technology (ICT) services. Work is governed by established ICT rules, regulations, policies procedures and guidelines.

The position works under the supervision of [...indicate title of the position]. Day-to-day work requires minimum supervision. Detailed instructions and guidance are provided by the IT Officer in the Regional Office and/or headquarters for special assignments or the handling of unusual or complex matters.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to maintain effective working relationships, exchange information and provide guidance on ICT matters. The incumbent works closely with regional and headquarters ICT and communication staff to collaborate on key ICT-related issues.

External contacts are primarily with ICT service providers and consultants to ensure delivery of ICT services and the prompt resolution of service-related issues. Contacts are also with counterparts in United Nations (UN) agencies and other international organizations to exchange information and obtain assistance on ICT matters.

### 4. Key duties and responsibilities

1. Provide professional technical support to ensure the delivery of effective information and communication technology services, including in the areas of infrastructure management, end user assistance, data organization, software and social media support and web content creation through web content management systems (WCMSs). Ensure adherence to established ICT standards.
2. Provide a broad range of support for the optimum deployment, configuration, management and maintenance of office equipment, comprising PCs, mobile phones and tablets, used by end users. Manage the software and hardware inventory ensuring adherence to applicable standards. Ensure the timely deployment of up-to-date software. Create and use test plans to ensure the seamless implementation of software and operating system upgrades.

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3. Guide, monitor and oversee the work of ICT staff, consultants and other staff providing ICT services in the office and at project sites.
4. Troubleshoot and provide continuing end user support. Identify and/or analyse technical issues/requests, address or resolve these on-site or remotely or make recommendations to the Regional IT team for their resolution.
5. Ensure efficient data organization and maintenance, including back-up of application data stored on non-centralized infrastructure in compliance with applicable standards.
6. Keep abreast of the latest available communication tools and solution platforms inside the Office and externally. In close cooperation with communication and information management staff in the office and ICT services at regional and HQ levels, provide guidance and support to users to ensure optimal delivery, navigation and search experience of different information products (ILO and custom websites, social media platforms, etc.).
7. Ensure existing information products provide accessible content and an effective user experience within applicable framework, content, design, labeling and information security standards. Liaise with communication and information management staff and information creators and owners locally to identify new content requirements and work with ICT services at headquarters to restructure solutions as required.
8. Track and analyse website usage and trends using a variety of techniques such as analytics, search queries, surveys and A/B testing to identify patterns and behaviours in liaison with the ICT services at regional and HQ levels. Provide recommendations to improve effectiveness and user experience based on analysis and findings.
9. Keep abreast of changes to applicable standards, best practices and technologies. Share knowledge, provide guidance and deliver training to staff. Liaise closely with staff and managers to ensure effective and smooth service design and delivery.
10. Represent the work unit in interagency fora and meetings. Coordinate with other UN agencies in order to network, align activities and support possibilities of inter-agency collaboration in the field of information and communication technology. Prepare reports for management and the IT Officer in the Regional Office on developments and key issues addressed.
11. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

University degree (Bachelor's or equivalent) in a field relevant to the job.

### **Experience**

Minimum of two years of professional ICT experience, including in the areas of end user hardware and software support and web-related technologies/techniques.

### **Languages**

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

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## **Knowledge and Competencies (technical and behavioural)**

Good knowledge of ICT principles and concepts.

Good knowledge of ICT security principles and practices.

Good knowledge of information infrastructure.

Good knowledge of technological advancements, technical specifications and operating systems, enterprise applications and ITIL processes.

Good knowledge of communication tools and solution platforms.

Knowledge of methods and techniques for designing and assessing quality and efficiency of process execution. Knowledge of the substantive nature of Organization's work programmes and activities.

Excellent knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within applicable rules, regulations, policies and procedures.

Ability to clarify users' requests and to respond to and resolve technical problems.

Ability to produce documentation and reports.

Ability to maintain effective working relationships with key stakeholders.

Confidentiality and a sense of responsibility to maintain data integrity.

Ability to manage competing priorities.

Ability to adapt quickly to new software and systems.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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**Generic title:** Messenger  
**Job family:** Messengers  
**Grade:** G2

### 1. Organizational setting

This position is [typically] located in the administrative services, registry or operations unit in Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides reliable messenger services involving distributing mail, processing the pouch and assisting with other routine clerical and manual work. Whilst the major function is to provide messenger services, particularly with respect to mail collections and delivery, the incumbent is also required to carry out clerical support services such as photocopying documents, scanning documents, data entry, filing and maintaining stores. The incumbent follows established work priorities given by the supervisor. Work affects the delivery of mail and pouch services of the Office.

The position works under the supervision of [...indicate title of the position]. The supervisor provides routine daily instructions and clear guidance on daily activities.

### 3. Working relationships

Internal contacts are with colleagues in the work unit/office to receive instructions on routine issues such as work schedules, and to relay messages or to seek information on correctness of address, etc., requiring little or no explanation.

External contacts are limited to delivery or receipt of mail or documents.

### 4. Key duties and responsibilities

1. Collect and deliver mail, pouches and other communications to and from the Office premises and the Post Office, UN agencies and government offices. Alert supervisor on receipt of tampered mail.
2. Sort, deliver and pick up mail from various offices on the office premises at regular intervals. Pack material received for dispatch, affix labels and insert materials in envelopes. Ensure that outgoing mail is correctly addressed, approved by the concerned official and dispatched with urgent mail clearly identified.
3. Keep electronic records of incoming and outgoing mail and other records or logs.
4. Respond to queries relating to incoming or outgoing mail and to the status of the delivery of goods or office location directions.
5. Ensure proper storage of materials and tidiness of the allocated work space. Assist in conducting periodic physical inventory checks following established guidelines and standards, to support compliance with internal control procedures and systems.

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6. Support the assigned work unit by providing manual and routine clerical support as requested, including preparing, copying, collating, binding, filing, distributing documents, data entry and sending digital communications as instructed.
7. Based on instruction, collate information and perform basic data entry duties.
8. Check the condition of the equipment used and report any maintenance required to the supervisor.
9. Perform other relevant duties as assigned.

## **5. Minimum requirements**

### **Education**

Completion of compulsory education/schooling.

### **Experience**

A minimum of two years of relevant work experience and preferably as a messenger.

### **Languages**

Working knowledge of an official national language of the duty station and knowledge of an official language (English, French, Spanish) of the Organization.

### **Knowledge and Competencies (technical and behavioural)**

Knowledge of office mail management and delivery systems.

Some knowledge of administrative rules and regulations.


Some basic computer skills to record information in IT systems.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to operate office machines, digital sending and electronic equipment.

Courtesy, tact and discretion.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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**Generic title:** Programme Assistant  
**Job family:** Programme Assistants  
**Grade:** G5

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides a range of specialized programming and administrative support services for the coordination of programme and/or project implementation activities, including through the use of the enterprise resource planning (ERP) system. The incumbent performs at a fully operational level and in an efficient, effective and client-oriented manner. The incumbent applies the principles of results-based management (RBM) and ensures the correct application of established rules, regulations, policies, procedures and guidelines.

The incumbent works under the supervision of [... indicate title of the position]. Supervision received is focused on the timeliness of process execution and the quality of outputs. The incumbent works with a moderate degree of independence. Work is reviewed for correctness in the application of rules, regulations, policies, procedures and guidelines.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to provide support and exchange information on issues related to service delivery and status of planned activities. The incumbent regularly liaises with and receives guidance from the Regional Programming Unit.

External contacts are primarily with counterparts in Government, employers' and workers' organizations, United Nations (UN) agencies and other international organizations and donors to obtain clarification and to seek or provide information on planned joint activities.

### 4. Key duties and responsibilities

1. Assist with the planning and preparatory work of the Office's work programme and/or project initiatives. Monitor status of programme and/or project proposals and receipt of documentation for review and approval, verifying that information is in compliance with applicable rules, regulations, policies, procedures and guidelines. Monitor the status of programme and/or project outcomes and deliverables and inform the supervisor of any discrepancies.
2. Compile, summarize and present a variety of information and data to the supervisor on issues pertinent to the Office's work programme, including on budgets, staffing levels and structures of programmes and/or projects, and other related topics or issues.

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3. Input complete data and process administrative actions on programme and/or project delivery in the enterprise resource planning (ERP) system. Based on information in the enterprise resource planning (ERP) system, inform the supervisor of inconsistencies and shortfalls in delivery and status of allocations. Distribute project documents to concerned parties upon approval of supervisor.
4. Follow-up on administrative matters, including the timely submission of terms of reference (TOR) for external collaborators, confirmation of funds, and other required administrative actions.
5. Provide administrative support for the organization of seminars, workshops, meetings and other events.
6. Maintain and update databases. Perform basic searches for information and prepare and update periodic reports, background information, briefing notes and statistical summaries.
7. Respond to requests for general information on programme and/or project related matters.
8. Keep abreast of changes to relevant programme-related policies, procedures, guidelines and processes and share information with concerned parties, providing further clarification as required.
9. Keep abreast of developments in the country which may have an impact on areas for ILO assistance and collaboration/development cooperation.
10. Provide general office management support, including attending meetings and drafting correspondence.
11. Perform other relevant duties as assigned.

## 5. Minimum requirements

### Education

Completion of secondary school education.

### Experience

Minimum of five years of office support work experience, including in programme and budget support work and project administration. Experience of working with an enterprise resource planning (ERP) system.

### Languages

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### Knowledge and Competencies (technical and behavioural)

Knowledge of programme and/or project administration.

Knowledge of results-based management (RBM).

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation

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to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Analytical skills and attention to detail.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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**Generic title:** Senior Programme Assistant  
**Job family:** Programme Assistants  
**Grade:** G6

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose



As a team member, the incumbent provides senior level programming support and is responsible for performing, completing and/or overseeing specialized administrative and programming services related to implementation of the Office's work programme. The incumbent works in an efficient, effective and client-oriented manner in performing a range of administrative actions related to the design, planning, management, monitoring and evaluation of activities. Work involves using the enterprise resource planning (ERP) system. The incumbent applies the principles of results-based management (RBM) and ensures the correct application of established rules, regulations, policies, procedures and guidelines. The incumbent evaluates and provides inputs into the design and development of improved programming services and delivery processes.

The incumbent works under the supervision of [... indicate title of the position]. Supervision received is focused on facilitating service delivery, ensuring that agreed results are achieved and that work is coordinated and integrated with related services. Work assignments are generally carried out under minimum supervision with the incumbent operating with a high degree of independence, particularly on operational delivery matters. Work is reviewed for feasibility of recommendations and correctness of end results. Work involving the handling of complex and intricate programming matters including those affecting other related activities of the work unit is also reviewed.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to provide programme and administrative support and guidance for the resolution of complex issues in compliance with applicable standards. The incumbent regularly liaises with and receives guidance from the Regional Programming Unit.

External contacts are primarily with counterparts in Government, employers' and workers' organizations, United Nations (UN) agencies and other international organizations and donors related to the coordination of joint activities. The incumbent shares information and collaborates on the integration of processes or activities, and anticipates and contributes to resolving complex administrative and programming support matters.

  
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#### 4. Key duties and responsibilities

1. Provide specialized programming support for the formulation of the Office's work programme and the identification of initiatives, ensuring that required information is included in terms of proposed activities. Conduct searches for information on defined subjects related to assigned country programme outcomes. Perform preliminary analysis of information, including the identification of priority issues and potential technical assistance needs, for possible inclusion in country briefs and reports.
2. Compile, analyse and disseminate data and other information for programme and budget preparation and for the review of financial and human resource requirements. Coordinate submissions of programme proposals and budget estimates and propose adjustments as required.
3. Serve as focal point for programme and/or project administrative matters. Initiate requests, prepare standard terms of reference (TOR) in relation to programme and/or project objectives, obtain necessary clearances, process and follow up on administrative actions and resolve issues related to programme and/or project implementation. Liaise with external partners and attend meetings to provide and gather information.
4. Review reports, proposals and expenditure data received from implementing partners to ensure that financial transactions, commitments and authorizations are in conformity with financial rules and regulations. Prepare reports on budget performance comparing approved budgets against actual expenditures and indicating any discrepancies.
5. Maintain and update databases.
6. Respond to, or redirect to the most appropriate source, complex administrative queries on programme and budget. Draft correspondence and communications related to all aspects of programme and/or project administration.
7. Keep abreast of changes to programme-related policies, procedures, guidelines and processes and provide guidance and deliver training to staff with the view to building knowledge. Oversee and guide the work of programming and other support staff as required.
8. Evaluate and propose improvements to work methods and processes. Assess the impact of changes and make recommendations on follow-up actions. Liaise closely with other administrative areas to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
9. Provide administrative support for the organization of seminars, workshops, meetings and other events. Participate in missions to provide programming and administrative support, as required.
10. Perform other relevant duties as assigned.

#### 5. Minimum requirements

##### Education

Completion of secondary school education. Training in programme and/or project administration.

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## **Experience**

Minimum of six years of office support work experience, the majority of which in programme and budget support work and project administration. Experience of working with an enterprise resource planning (ERP) system, in particular programme monitoring and management modules.

## **Languages**

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

## **Knowledge and Competencies (technical and behavioural)**

Good knowledge of programme and/or project administration.

Good knowledge of results-based management (RBM).

Knowledge and understanding of the substantive nature of ILO programmes and activities.

Knowledge of methods and techniques for assessing quality and efficiency of process execution.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within the applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Drafting skills.

Analytical skills and attention to detail.

Ability to coordinate the work of support staff.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

**Generic title:** Senior Programme Assistant  
**Job family:** Programme Assistants  
**Grade:** G7

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose


As a team member, the incumbent provides para-professional programming services and is responsible for managing the completion of specialized programming support services. The position leads and supervises a team of programming support staff. The incumbent works in an efficient, effective and client-oriented manner in performing a range of administrative actions related to the design, planning, management, monitoring and evaluation of activities. Work involves using the enterprise resources planning (ERP) system. The incumbent applies the principles of results-based management (RBM) and ensures the correct application of established rules, regulations, policies, procedures and guidelines. The incumbent evaluates, anticipates needs, determines priorities and provides inputs into the design and development of improved programming services and delivery processes.

The incumbent works under the supervision of [... indicate title of the position]. Supervision is focused on facilitating service delivery and reviewing the impact of agreed results. Supervision is to ensure that work is coordinated and integrated with related services and completed within processing timelines. Work assignments are carried out under minimum supervision with the incumbent operating with a high degree of independence in delivering and evaluating the services of the work unit. Work is reviewed for feasibility of recommendations and impact of end results.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to enlist programme and administrative support and to provide advice for the resolution of complex issues in compliance with applicable standards. Contacts are also to coordinate activities with other units for the delivery of interrelated services. The incumbent liaises with and receives guidance from the Regional Programming Unit on complex and intricate programming matters.

External contacts are primarily with counterparts in Government, employers' and workers' organizations, United Nations (UN) agencies and other international organizations and donors to coordinate joint activities. The incumbent anticipates and resolves complex administrative and programming matters and seeks opportunities for synergies and process improvements aiming at quality and cost-effectiveness.

  
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#### 4. Key duties and responsibilities

1. Responsible for the timely completion of specialized programming support services ensuring compliance with applicable standards. Provide specialized programming support for the formulation of the Office's work programme and the identification of initiatives, ensuring that required information is included in terms of proposed activities. Conduct searches for information on defined subjects related to assigned country programme outcomes. Review and perform preliminary analysis of information, including the identification of priority issues and potential technical assistance needs, for possible inclusion in country briefs and reports. Evaluate and follow up on programming service provision to ensure optimum delivery.
2. Supervise a team of programme support staff, including distribution and review of work assignments, conducting performance appraisal discussions and ensuring completion of all appraisal forms in accordance with established deadlines, and supporting staff development and learning activities.
3. Analyse data and other information for programme and budget preparation and for the review of financial and human resource requirements. Ensure that data and other information are complete. Coordinate submissions of programme proposals and budget estimates and propose adjustments as required.
4. Serve as focal point for programme and/or project administrative matters. Initiate requests, prepare standard terms of reference (TOR) in relation to programme and/or project objectives, obtain necessary clearances, process and follow up on administrative actions and resolve issues related to programme and/or project implementation. Liaise with external partners and attend meetings to provide and gather information.
5. Review reports, proposals and expenditure data received from implementing partners to ensure that financial transactions, commitments and authorizations are in conformity with financial rules and regulations. Prepare reports on budget performance comparing approved budgets against actual expenditures and indicating any discrepancies.
6. Review and revise correspondence prepared by team members including on cases and queries of a non-routine complex nature that may require research and analysis. Ensure cases are documented and the outcome communicated to concerned parties.
7. Keep abreast of changes to programme-related policies, procedures, guidelines and processes and provide guidance and deliver training to staff with the view to building knowledge. Brief and provide guidance to programme support staff on programming issues and the application and interpretation of programme-related policies and procedures.
8. Evaluate and propose improvements to work methods and processes with a view to ensuring optimum efficiency and effectiveness. Assess the impact of changes and make recommendations on follow-up actions. Liaise closely with other administrative areas to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
9. Coordinate and oversee the organization of seminars, workshops, meetings and other events. Participate in internal and external meetings and workshops in assigned areas of work to share information and guidance on programming matters.
10. Participate in missions to provide programming and administrative support, as required.
11. Perform other relevant duties as assigned.

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## 5. Minimum requirements

### Education

Completion of secondary school education. Training in programme and/or project administration.

### Experience

Minimum of seven years of office support work experience, the majority of which in programme and budget support work and project administration. Experience of working with an enterprise resource planning (ERP) system, in particular programme monitoring and management modules.

### Languages

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### Knowledge and competencies (technical and behavioural)

Excellent knowledge of programme and/or project administration.

Excellent knowledge of results-based management (RBM).

Knowledge and understanding of the substantive nature of ILO programmes and activities.

Knowledge of methods and techniques for assessing quality and efficiency of process execution.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration, this position requires:

Ability to interpret and work within the applicable rules, regulations, policies and procedures.

Ability to adapt quickly to new software and systems.

Drafting skills.

Analytical skills and attention to detail.

Ability to supervise support staff.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.



**Generic title:** Programme Officer  
**Job family:** Programme Officers  
**Grade:** NOA

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides professional services for the efficient, effective and client-oriented delivery and administration of a range of programming activities. These services cover programming and administrative support in the development, implementation, monitoring, reporting and evaluation of programmes and projects in selected technical areas. Work is governed by established rules, regulations, policies, procedures and guidelines and includes the use of the enterprise resource planning (ERP) system. The incumbent applies and promotes the principles of results-based management (RBM).

The position works under the supervision of [... indicate title of the position]. Day-to-day work requires minimum supervision. Detailed instructions and guidance are provided for special assignments or the handling of unusual or complex matters.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to maintain effective working relationships, exchange information and obtain assistance on programming matters. The incumbent regularly liaises with and receives guidance from the Regional Programming Unit.

External contacts are primarily with counterparts in government, employers' and workers' organizations, United Nations (UN) agencies and other international organizations and donors to exchange information and obtain assistance on programming matters.

### 4. Key duties and responsibilities

1. Provide professional services for an identified set of programming services. Provide inputs for developing country operations plans for overall compliance with regional and global strategic priorities as well as with programming instructions. Conduct basic research and analysis and draft components of reports and presentations for situation analyses at the national level.
2. Provide timely, accurate and pertinent information on programme and budget matters for operational decision-making purposes through the strategic use of the results-based management. Use baselines, milestones and indicators to measure, analyse and report on performance. Monitor and verify accuracy of programming data.

  
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3. Participate in the assessment of country development plans and priorities. Contribute to the design and setting of programme objectives within the framework of Decent Work Country Programmes (DWCPs) and stated priorities and outcomes. Stay abreast of the political and socio-economic situation and propose actions in response to new and emerging operational challenges.
4. Participate in missions to monitor and report on programme implementation. Identify issues and propose corrective actions.
5. Work in cooperation with external partners and technical specialists in the preparation of draft Memoranda of Understanding (MoUs). Ensure MoUs are consistent with requirements and timelines for project implementation. Request and follow up on the timely submission of progress reports and raise areas of concern with concerned parties.
6. Participate in interagency fora and meetings with a view to identifying areas of common interest.
7. Keep abreast of changes to applicable standards and best practices. Share knowledge and provide guidance to staff. Oversee and guide the work of staff performing programme-related work. Supervise staff as applicable.
8. Monitor the efficiency and effectiveness of work methods and processes and make recommendations for improvements. Liaise closely with staff and managers to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
9. Provide inputs to support the Office's communication activities.
10. Perform other relevant duties as assigned.

## 5. Minimum requirements

### Education

University degree (Bachelor's or equivalent) in a field relevant to the job.

### Experience

Minimum of two years of professional work experience in programme and/or project planning, monitoring, implementation and evaluation activities.

### Languages

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### Knowledge and Competencies (technical and behavioural)

Good knowledge of programming and results-based management (RBM) principles and concepts.

Knowledge of the programming cycle (planning, monitoring, reporting and evaluation).

Knowledge of resource mobilization.

Political awareness and understanding of socio-economic factors.

Knowledge of methods and techniques for designing and assessing quality and efficiency of process execution.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Ability to interpret and work within applicable rules, regulations, policies and procedures.

Research and analytical skills.

Drafting skills.

Ability to maintain effective working relationships with key stakeholders.

Ability to manage competing priorities.

Ability to adapt quickly to new software and systems.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.



**Generic title:** Senior Programme Officer

**Job family:** Programme Officers

**Grade:** NOB

### 1. Organizational setting

This position is located in the ..... work unit in the Regional Office (RO) / Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

### 2. Main purpose

As a team member, the incumbent provides comprehensive and professional services in the design, delivery and administration of a wide range of programming activities. These services cover development, implementation, monitoring, reporting and evaluation of programmes and projects in a multiplicity of technical areas. Work involves providing professional programming services for the formulation and implementation of Decent Work Country Programmes (DWCPs) to strengthen national capacity and activities in ILO mandated areas. Services are delivered in an efficient, effective and client-oriented manner and include the use of the enterprise resource planning (ERP) system. Work is governed by established rules, regulations, policies, procedures and guidelines. The incumbent applies and plays a key role in promoting the principles of results-based management (RBM).

The position works under the supervision of [... indicate title of the position]. The incumbent has a high degree of independence in completing work assignments. Supervision received is focused on the overall delivery of results impacting the Office.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and headquarters to build and maintain effective working relationships, exchange information and gain agreement on programming related issues. The incumbent also provides guidance on results-based management (RBM) and applicable standards. The incumbent regularly liaises with and receives guidance from the Regional Programming Unit.

External contacts are primarily with government offices, employers' and workers' organizations, United Nations (UN) agencies and other international organizations and donors to maintain effective working relationships and discuss project initiatives and areas for cooperation.

### 4. Key duties and responsibilities

1. Provide substantial professional programming inputs for the formulation and implementation of the Decent Work Country Programme (DWCP) framework, ensuring alignment with regional and global strategic priorities. Monitor the status of the Office's work programme and measure and report on performance, including through the strategic

- use of the enterprise resource planning (ERP) system. Monitor and verify accuracy of programming data.
2. Monitor and assess country development plans and priorities and make proposals to support the design and setting of objectives within the Decent Work Country Programme (DWCP) framework and stated priorities and outcomes. Stay abreast of the political and socio-economic situation and propose actions in response to new and emerging operational challenges.
  3. In cooperation with technical specialists, draft substantive inputs for programme framework documents, project proposals, reports and other documents for monitoring and reporting purposes. Initiate, plan and undertake missions to monitor, assess and report on programme implementation and propose corrective action. Assist with the planning and organization of capacity building activities.
  4. Oversee the work of and provide guidance to staff in concerned programming areas. Supervise staff as applicable. Conduct training in relevant programming areas and provide briefings and induction to new staff.
  5. Participate in negotiations with key stakeholders to discuss project definition, scope and funding requirements. Prepare and/or review drafts of Memoranda of Understanding (MoUs) in cooperation with implementing partners and technical specialists, ensuring consistency with requirements and timelines for project implementation.
  6. Seek opportunities to build and enhance partnerships with a range of stakeholders. Participate in resource mobilization activities. Organize and participate in meetings to facilitate collaboration between the different actors. Participate in interagency fora and meetings with a view to identifying areas for joint activities.
  7. Keep abreast of changes to applicable standards and best practices. Share knowledge and provide guidance to staff.
  8. Monitor the efficiency and effectiveness of work methods and processes and make recommendations for improvements. Liaise closely with staff and managers to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
  9. Provide inputs to support the Office's communication activities.
  10. Perform other relevant duties as assigned.

## 5. Minimum requirements

### Education

University degree (Bachelor's or equivalent) in a field relevant to the job.

### Experience

Minimum of three years of professional work experience in programme and/or project planning, monitoring, implementation and evaluation activities. Experience in working with an enterprise resource planning (ERP) system, in particular strategic management/programming modules.

### Languages

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

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## **Knowledge and Competencies (technical and behavioural)**

Good knowledge of programming and results-based management (RBM) principles and concepts.

Good knowledge of the programming cycle (planning, monitoring, reporting and evaluation).

Good knowledge of resource mobilization.

Political awareness and understanding of socio-economic factors.

Knowledge of the substantive nature of Organization's work programmes and activities.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Research and analytical skills.

Drafting skills.

Knowledge of methods and techniques for designing and assessing quality and efficiency of process execution.

Ability to interpret and work within applicable rules, regulations, policies and procedures.



Ability to maintain effective working relationships with key stakeholders.

Ability to manage competing priorities.

Ability to adapt quickly to new software and systems.

Ability to oversee the work of and provide guidance to staff.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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**Generic title:** Senior Programme Officer

**Job family:** Programme Officers

**Grade:** NOC

### 1. Organizational setting

This position is located in the .... work unit in the Decent Work Technical Support Team/Country Office (DWT/CO) / Country Office (CO). This work unit ... [DESCRIBE THE ROLE OF THE WORK UNIT]

This level is only applicable for DWT/CO and CO with a large portfolio of development cooperation projects.

### 2. Main purpose

As a team member, the incumbent provides strategic professional programming services in developing the framework for the Office's activities related to Decent Work Country Programmes (DWCPs). The incumbent coordinates all programming related activities covering programmes and projects in a multiplicity of technical areas. Services are delivered in an efficient, effective and client-oriented manner and include the use of the enterprise resource planning (ERP) system. The incumbent provides strategic advice and authoritative guidance to senior management on systematic monitoring, implementation and evaluation of the work programme. The incumbent applies and plays a key role in promoting the principles of results-based management (RBM). The incumbent develops and implements approaches that enhance work methods and procedures. Work is governed by established rules, regulations, policies, procedures and guidelines.

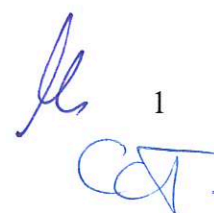
The position works under the supervision of [... indicate title of the position]. The incumbent has a high degree of independence in completing work assignments. Supervision received is focused on the overall delivery of results impacting the Office.

The incumbent supervises staff performing programme-related work.

### 3. Working relationships

Internal contacts are with staff and managers in field offices, project locations and HQ to build and maintain effective working relationships, provide authoritative advice and guidance on all programming matters and to promote results-based management (RBM). The incumbent liaises with the Regional Programming Unit on complex issues.

External contacts are primarily with government offices, employers' and workers' organizations, United Nations (UN) agencies and other international organizations to identify synergies, build partnerships and agree on project initiatives. The incumbent is also involved in building and maintaining effective working relationships with donors and resource mobilization activities.

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#### 4. Key duties and responsibilities

1. Plan, manage and coordinate the programming area for the Office, providing strategic and authoritative advice to senior management on all programming related matters. Develop the workplan for the work unit and ensure alignment with overall Office work programme. Identify priorities in accordance with the Decent Work Country Programme (DWCP) framework and regional and global strategies. Play a lead role in planning, coordinating and integrating the work assigned to national programming officers and support staff, verifying the consistent application of results-based management (RBM).
2. Supervise staff performing programme-related work, including distribution and review of work assignments, conducting performance appraisal discussions and ensuring completion of all appraisal forms in accordance with established deadlines, and supporting staff development and learning activities. Conduct training in programming areas and provide briefings and induction to new staff.
3. Develop approaches to ensure the effective coordination and integration of programming activities that draw on multiple technical areas and interdisciplinary approaches within the Decent Work Country Programme (DWCP) framework and in support of country outcomes.
4. Serve as the primary contact for technical specialists and external partners on programming and related technical matters and on planning, monitoring and reporting of programme and/or project activities. Make recommendations for the resolution of substantive programming and financial issues.
5. Draft and review, including in cooperation with technical specialists, substantive inputs for programme framework documents, project proposals, reports and other documents for monitoring and reporting purposes.
6. Monitor and assess country development plans and priorities and make proposals to support the design and setting of objectives within the Decent Work Country Programme (DWCP) framework and stated priorities and outcomes. Stay abreast of the political and socio-economic situation and propose actions in response to new and emerging operational challenges.
7. Keep abreast of changes to applicable standards and best practices. Share knowledge and provide guidance to staff.
8. Monitor the efficiency and effectiveness of work methods and processes and make recommendations for improvements. Liaise closely with staff and managers to ensure effective and smooth service design and delivery, recommending improvements on interrelated processes.
9. Build partnerships and manage stakeholder engagement. Identify donors and participate in resource mobilization activities. Represent the Office during negotiations with stakeholders to discuss project definition, scope and funding requirements. Ensure the needs of all parties are taken into account. Review Memoranda of Understanding (MoUs) to ensure consistency with requirements and timelines for project implementation.
10. Represent the Office in interagency fora and meetings with a view to identifying areas for joint activities.
11. Initiate, plan and conduct missions and visits to monitor, assess and report on programme implementation and propose corrective action.
12. Perform other relevant duties as assigned.

## 5. Minimum requirements

### Education

University degree (Bachelor's or equivalent) in a field relevant to the job.

### Experience

Minimum of five years of professional work experience in programme/project planning, monitoring, implementation and evaluation. Experience in working with an enterprise resource planning (ERP) system, in particular strategic management/programming modules.

### Languages

Excellent command of an official language (English, French, Spanish) of the Organization. Working knowledge of another official language of the Organization or an official national language of the duty station.

### Knowledge and Competencies (technical and behavioural)

Excellent knowledge of programming and results-based management (RBM) principles and concepts.

Excellent knowledge of the programming cycle (planning, monitoring, reporting and evaluation).

Excellent knowledge of resource mobilization.

Political awareness and understanding of socio-economic factors.

Knowledge of the substantive nature of Organization's work programmes and activities.

Good knowledge of PC software (including word processor, spreadsheet and presentation software) such as Microsoft Office.

In addition to the ILO core competencies [Integrity and transparency, Sensitivity to diversity, Orientation to learning and knowledge sharing, Client orientation, Communication, Orientation to change, Takes responsibility for performance, Quality orientation, Collaboration], this position requires:

Research and analytical skills.

Drafting skills.

Knowledge of methods and techniques for designing and assessing quality and efficiency of process execution.

Ability to interpret and work within applicable rules, regulations policies and procedures.

Ability to maintain effective working relationships with key stakeholders.

Ability to adapt quickly to new software and systems.

Ability to plan, manage and supervise staff.

Ability to manage competing priorities.

Ability to work in a multicultural environment and to demonstrate gender-sensitive and non-discriminatory behaviour and attitudes.

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