

Annex 3: Generic job descriptions for the General Administration and Office Support Assistants job family

This job family consists of the following job descriptions:

G7 Senior Administrative Assistant

G6 Senior Administrative Assistant

G6 Senior Administrative and Finance Assistant

G6 Executive Assistant

G5 Administrative Assistant

G4 Office Support Assistant

G3 Office Support Assistant

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

Main purpose

The incumbent is responsible for managing the administrative support services covering general administration, HR, financial and budgetary operations. The incumbent is responsible for ensuring the correct interpretation, adaptation and application of ILO administrative and financial rules, regulations, policies, procedures and processes (applicable standards).

Supervision received/exercised

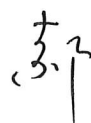
The incumbent works independently, showing a high degree of initiative and judgment. Supervision received is focused on facilitating service delivery, ensuring agreed results are achieved and that work is integrated with related services. Work is reviewed for feasibility of recommendations. The incumbent leads and supervises a team of administrative support staff.

Working relationships

Internal contacts are to coordinate extensively with service units and with diverse organizational units throughout the Organization to enlist cooperation, collaborate on the resolution of complex and sensitive issues, solve problems and coordinate joint activities for the effective planning and delivery of administrative services. External contacts are with service providers and meeting participants to follow up on and resolve administrative and financial issues.

Key duties and responsibilities

1. Responsible for the coordination and execution of administrative, HR, financial and budgetary operations at departmental or cluster level. Anticipate and evaluate ongoing support requirements, adapt service provision to meet changing needs and resolve operational support issues. Integrate and coordinate support services across the department/cluster to meet priorities and deadlines.
2. Supervise a team of administrative support staff. Provide expert guidance and leadership to facilitate an effective working environment and the attainment of individual and team objectives. Distribute and review assignments, conduct performance appraisal discussions and ensure timely completion of required appraisal forms. Support staff development and continuous learning activities to build knowledge of staff supervised.
3. Keep management informed of the HR, financial and budgetary situation and propose solutions to issues identified. Assist with the collection and analysis of data as well as preparation of data



presentations and reports for information sharing, responding to queries, knowledge management, planning and decision making.

4. Liaise closely with HRD to coordinate various actions related to the administration of human resource activities, e.g., recruitment, detachment, performance appraisals, job classification reviews, training etc., ensuring consistency in the application of applicable standards.
5. Oversee the accurate financial monitoring and reporting of staff and non-staff resources. Coordinate operational budget information for programme and budget preparation, work planning exercises and development cooperation (DC) portfolio management, including financial and technical progress reports for donors. Assist in finalization of budget performance reports, analysing variances between approved budgets and actual expenditures. Provide inputs to internal policy papers.
6. Under delegated authority, act as certifying officer and ensure the effective internal financial control and the sound administration of the organizational unit's funds. Oversee, review and certify financial transactions ensuring that they are in conformity with the ILO's financial rules and regulations and the requirements of relevant administrative rules and procedures.
7. Brief staff on administrative procedures, entitlements, financial rules and regulations, and staff regulations. Participate in internal and external meetings and workshops in assigned areas of work to share information and guidance on administrative matters.
8. Oversee the financial and administrative arrangements of official meetings.
9. Perform other relevant duties as assigned.

Required qualifications

Education

Completion of secondary school education. Training in a relevant field.

Experience

Minimum of seven years of relevant experience.

Languages

Excellent command of two working languages (English, French, Spanish) of the Organization.

Knowledge and technical/behavioural competencies

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], the following is required:

Good knowledge of financial administration, accounting techniques and the International Public Sector Accounting Standards (IPSAS).

In-depth knowledge of established standards governing operational areas. Ability to interpret administrative and financial rules, regulations, policies and procedures and impart knowledge to others.

Knowledge of the substantive nature of ILO programmes and activities.

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

Proficient in the use of computer software packages, such as Office 365 (Word, Excel, PowerPoint, Teams).

Good knowledge of SharePoint or another document management system.

Proficient in the use of the Organization's enterprise resource planning (ERP) system.

Ability to quickly grasp and work efficiently with a minimum of training assistance with office, tools, IT software, systems, applications and web-based platforms.

Excellent drafting skills.

Ability to perform analysis and interpretation of data in support of decision making.

Supervisory skills. Team-oriented to contribute to a positive and cohesive work environment.

Ability to identify and assess service challenges and decide the best course of action where there may not be a clear solution.

Ability to grasp and work efficiently with large volumes of information related to administrative and programme priorities.

Interpersonal skills and communication skills. Ability to interact with an extensive network of contacts at senior levels with discernment, tact and diplomacy. Discretion in dealing with confidential matters.

Ability to work effectively in a multicultural environment and to demonstrate and model gender-responsive, non-discriminatory and inclusive behaviour and attitudes.



Generic title: Senior Administrative Assistant
Job family: General Administration and Office Support Assistants
Grade: G6

Main purpose

The incumbent provides senior-level support and oversees a range of administrative and office support services that contribute to the efficient running of the department/cluster. Areas of work include general administration and office support and HR-, finance- and procurement-related support, requiring the correct interpretation, adaptation and application of ILO administrative and financial rules, regulations, policies, procedures and processes (applicable standards).

Supervision received/exercised

The incumbent works independently, showing a high degree of initiative and judgment in delivering specialized support services. Supervision received is focused on facilitating service delivery, ensuring that agreed results are achieved and that work is integrated with related services. The incumbent organizes and coordinates the work of office and administrative support staff and provides relevant guidance and training.

Working relationships

Internal contacts are with diverse organizational units throughout the Organization to enlist cooperation, collaborate on the resolution of complex and sensitive issues, solve problems and coordinate joint activities for the effective planning and delivery of administrative services. External contacts are with visitors, meetings participants and service providers to coordinate information and follow up on and resolve pending issues. External contacts are also with UN agencies, other international and non-governmental organizations, development partners and groups, embassies, permanent missions.

Key duties and responsibilities

1. Oversee a broad range of administrative and operational support services, ensuring compliance with applicable standards. Evaluate ongoing support requirements, adapt service provision to meet changing needs and priorities and resolve operational support issues.
2. Keep informed of pertinent administrative and financial rules, regulations, procedures, processes and related developments. Provide guidance, leadership and training to administrative support staff to facilitate a working environment that fosters consistency, efficiency, continuous learning and knowledge building. Provide guidance and advice to staff on



processes and procedures. Keep informed of the organizational unit's activities and priorities as well as relevant ILO policy and senior management decisions.

3. Analyse, evaluate and propose improvements to the design and delivery of work methods and processes. Assess the impact of changes and make recommendations on follow-up actions. Liaise with other administrative areas for an integrated and well-coordinated support to programme delivery.
4. Review, prioritize, route, reply and follow up on incoming communications, including on complex, sensitive and confidential matters. Handle a wide range of inquiries and requests for information and propose innovative solutions to issues without precedent. Prepare, draft, perform quality control, finalize and/or upload to webpages/disseminate a broad range of outgoing general and administrative correspondence, reports, publications and other documentation. Draft notes and responses on the basis of research, knowledge of administrative matters and understanding of the areas covered by the work programme. Provide informal translations.
5. Maintain the supervisor's agenda. Schedule appointments and meetings according to priority. Coordinate high-level visits, including ensuring appropriate protocol, security and transport arrangements. Prepare and/or coordinate briefing programmes. Welcome visitors. Coordinate official travel arrangements and prepare mission files. Make hospitality arrangements.
6. Ensure information management systems and electronic workspaces are maintained, updated, accessible and efficiently structured.
7. Process and follow-up on a wide range of transactions using the enterprise resource planning (ERP) system, verifying that information is complete and in compliance with applicable standards OR If delegated, act as certifying officer for the work unit.
8. Organize and coordinate administrative services for meetings and other events, including high-level. Lead secretariat support services and oversee the logistical, administrative and financial arrangements. Prepare and oversee the preparation of documents, presentations, briefing files and related materials. Take minutes and/or prepare summary notes of meetings.
9. Perform leave administration duties. Provide information on leave, travel and teleworking schedules to the supervisor when requested.
10. Serve as focal point for administrative matters relating to performance management, interns and other HR matters.
11. Oversee and/or coordinate space planning for the department/cluster. Manage logistics for staff movements. Manage office supplies, furniture and equipment.
12. Perform other relevant duties as assigned.

[PLEASE DELETE OR RETAIN THIS SECTION IN ITS ENTIRETY, AS APPROPRIATE]

Where the incumbent is delegated as certifying officer for the organizational unit, the following duties apply:

13. Under delegated authority, act as certifying officer and ensure the effective internal financial control and the sound administration of the organizational unit's funds under all sources of funds. Oversee, review and certify financial transactions ensuring that they are in conformity with the ILO's financial rules and regulations and the requirements of relevant administrative



rules and procedures. Coordinate year-end financial closure processes. Process more complex financial transactions, such as programme allocation changes, personnel actions, development cooperation (DC) budget revisions, transfers of expenditure, virtual credit card (VCC) payments and treatment of supplier invoices in case of discrepancies and matching issues. Act as replacement/back-up certifying officer for other organizational units in collaboration with other certifying officers or when requested by BUDFIN.

14. Maintain accurate financial monitoring and reporting of staff and non-staff resources. Prepare staffing tables and other financial reports for management. Prepare and consolidate operational budget information to assist management with informed decision making in relation to Programme and Budget preparation, DC portfolio management and work planning exercises.
15. Keep management informed of the contractual status of staff and the status of non-staff resources of the organizational unit. Identify/anticipate potential staff contract-, budgetary- and HR-related issues and make suggestions for their resolution.]

Required qualifications

Education

Completion of secondary school education. Training in a relevant field.

Experience

Minimum of six years of relevant experience.

Languages

Excellent command of two working languages (English, French, Spanish) of the Organization.

Knowledge and technical/behavioural competencies

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], the following is required:

In-depth knowledge of established standards governing operational areas. Ability to interpret administrative and financial rules, regulations, policies and procedures and impart knowledge to others.

Ability to apply sound financial administration and accounting techniques and work in accordance with the International Public Sector Accounting Standards (IPSAS).

Knowledge of the substantive nature of ILO programmes and activities.

Proficient in the use of computer software packages, such as Office 365 (Word, Excel, PowerPoint, Teams).

Good knowledge of SharePoint or another document management system.

Good level of ability to work with an enterprise resource planning (ERP) system.

Ability to quickly grasp and work efficiently with a minimum of training assistance with office tools, IT software, systems, applications and web-based platforms.

Ability to use a content management system to copy, paste and format content into a public website page.

Excellent drafting skills.

Analytical skills and attention to detail.

Ability to oversee the work of administrative support staff. Team-oriented to contribute to a positive and cohesive work environment.

Ability to identify and assess service challenges and decide the best course of action where there may not be a clear solution.

Ability to grasp and work efficiently with large volumes of information related to administrative and programme priorities.

Interpersonal skills and communication skills. Ability to interact with an extensive network of contacts at senior levels with discernment, tact and diplomacy. Discretion in dealing with confidential matters.

Ability to work effectively in a multicultural environment and to demonstrate and model gender-responsive, non-discriminatory and inclusive behaviour and attitudes.



Generic title: Senior Administrative and Finance Assistant

Job family: General Administration and Office Support Assistants

Grade: G6

Main purpose

The incumbent provides senior-level support and oversees a range of administrative- and finance-related services that contribute to the efficient running of the department/cluster in the areas of programme-, procurement- and HR-related support. Work requires the correct interpretation, adaptation and application of ILO finance-related and administrative-related rules, regulations, policies, procedures and processes (applicable standards).

Supervision received/exercised

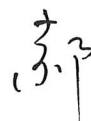
The incumbent works independently, showing a high degree of initiative and judgment. Supervision received is focused on facilitating service delivery, ensuring that agreed results are achieved and that work is integrated with related services. The incumbent provides relevant support, guidance and training to staff on the correct application of applicable standards.

Working relationships

Internal contacts are with diverse organizational units throughout the Organization to enlist cooperation, collaborate on the resolution of complex and sensitive issues, solve problems and coordinate joint activities for the effective planning and delivery of services. External contacts are with meetings participants and service providers to coordinate information and follow up on and resolve pending issues.

Key duties and responsibilities

1. Oversee a range of administrative- and finance-related support services, ensuring compliance with applicable standards. Evaluate ongoing support requirements, adapt service provision to meet changing needs and priorities and resolve operational support issues.
2. Under delegated authority, act as certifying officer and ensure the effective internal financial control and the sound administration of the organizational unit's funds under all sources of funds. Oversee, review and certify financial transactions ensuring that they are in conformity with the ILO's financial rules and regulations and the requirements of relevant administrative rules and procedures. Coordinate year-end financial closure processes. Process more complex financial transactions, such as programme allocation changes, personnel actions, development cooperation (DC) budget revisions, transfers of expenditure, virtual credit card (VCC) payments and treatment of supplier invoices in case of discrepancies and matching issues. Act as



replacement/back-up certifying officer for other organizational units in collaboration with other certifying officers or when requested by BUDFIN.

3. Maintain accurate financial monitoring and reporting of staff and non-staff resources. Prepare staffing tables and other financial reports for management. Prepare and consolidate operational budget information to assist management with informed decision making in relation to Programme and Budget preparation, DC portfolio management and work planning exercises.
4. Keep informed of pertinent administrative and financial rules, regulations, procedures, processes and related developments. Provide guidance, leadership and training to administrative support staff to facilitate a working environment that fosters consistency, efficiency, continuous learning and knowledge building. Provide guidance and advice to staff on processes and procedures. Keep informed of the organizational unit's activities and priorities as well as relevant ILO policy and senior management decisions.
5. Analyse, evaluate and propose improvements to the design and delivery of work methods and processes. Assess the impact of changes and make recommendations on follow-up actions. Liaise with other finance-related and administrative-related support areas for an integrated and well-coordinated support to programme delivery.
6. Keep management informed of the contractual status of staff and the status of non-staff resources of the organizational unit. Identify/anticipate potential staff contract-, budgetary- and HR-related issues and make suggestions for their resolution.
7. Perform other relevant duties as assigned.

*[In accordance with the needs and priorities of the organizational unit where the position is located, the incumbent may also perform the following duties: **[PLEASE SELECT RELEVANT DUTIES AND DELETE OTHERS, AS APPROPRIATE OR DELETE THIS WHOLE SECTION IF NOT APPLICABLE]***

8. Handle a wide range of inquiries and requests for information and propose innovative solutions to issues without precedent.
9. Prepare, draft, perform quality control, finalize and/or upload to webpages/disseminate a broad range of outgoing general and administrative correspondence, reports, publications and other documentation. Draft notes and responses on the basis of research, knowledge of administrative matters and understanding of the areas covered by the work programme.
10. Ensure information management systems and electronic workspaces are maintained, updated, accessible and efficiently structured.
11. Organize and coordinate administrative services for meetings and other events, including high-level. Lead secretariat support services and oversee the logistical, administrative and financial arrangements. Prepare and oversee the preparation of documents, presentations, briefing files and related materials. Take minutes and/or prepare summary notes of meetings.
12. Serve as focal point for administrative matters relating to performance management, interns and other HR matters.]

Required qualifications

Education

Completion of secondary school education. Training in a relevant field.

Experience

Minimum of six years of relevant experience.

Languages

Excellent command of two working languages (English, French, Spanish) of the Organization.

Knowledge and technical/behavioural competencies

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], the following is required:

In-depth knowledge of established standards governing operational areas. Ability to interpret administrative and financial rules, regulations, policies and procedures and impart knowledge to others.

Knowledge of the substantive nature of ILO programmes and activities.

Ability to apply sound financial administration and accounting techniques and work in accordance with the International Public Sector Accounting Standards (IPSAS).

Proficient in the use of computer software packages, such as Office 365 (Word, Excel, PowerPoint, Teams).

Good knowledge of SharePoint or another document management system.

Good level of ability to work with an enterprise resource planning (ERP) system.

Ability to quickly grasp and work efficiently with a minimum of training assistance with office tools, IT software, systems, applications and web-based platforms.

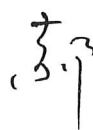
Ability to use a content management system to copy, paste and format content into a public website page.

Excellent drafting skills.

Analytical skills and attention to detail.

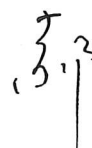
Ability to oversee the work of administrative support staff. Team-oriented to contribute to a positive and cohesive work environment.

Ability to grasp and work efficiently with large volumes of information related to administrative and programme priorities.



Interpersonal skills and communication skills. Ability to interact with an extensive network of contacts at senior levels with discernment, tact and diplomacy. Discretion in dealing with confidential matters.

Ability to work effectively in a multicultural environment and to demonstrate and model gender-responsive, non-discriminatory and inclusive behaviour and attitudes.



Generic title: Executive Assistant

Job family: General Administration and Office Support Assistants

Grade: G6

Main purpose

The incumbent provides dedicated support to the ADG/DDG and oversees a range of administrative and office support services that contribute to the efficient running of the Office of the ADG/DDG. Areas of work include general administration and office support and HR-, finance- and procurement-related support, requiring the correct interpretation, adaptation and application of ILO administrative and financial rules, regulations, policies, procedures and processes (applicable standards). As the first point of contact, the Executive Assistant manages office communications and ensures priorities and urgent matters are identified and addressed efficiently.

Supervision received/exercised

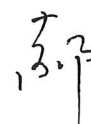
The incumbent works independently, showing a high degree of initiative and judgment in delivering specialized support services. Supervision received is focused on facilitating service delivery, ensuring that agreed results are achieved and that work is integrated with related services. The incumbent organizes and coordinates the work of office and administrative support staff and provides relevant guidance and training.

Working relationships

Internal contacts are with diverse organizational units throughout the Organization to enlist cooperation, collaborate on the resolution of complex and sensitive issues, solve problems and coordinate joint activities for the effective planning and delivery of administrative services. Contacts are also with members of the senior management team to ensure a smooth flow and effective coordination of information to and from the Office of the ADG/DDG. External contacts are with visitors, meetings participants and service providers to coordinate information and follow up on and resolve pending issues. External contacts are also with UN agencies, other international and non-governmental organizations, development partners and groups, embassies, permanent missions.

Key duties and responsibilities

1. Oversee a broad range of administrative and operational support services, ensuring compliance with applicable standards. Evaluate ongoing support requirements, adapt service provision to meet changing needs and priorities and resolve operational support issues.
2. Keep informed of pertinent administrative and financial rules, regulations, procedures, processes and related developments. Provide guidance, leadership and training to



administrative support staff to facilitate a working environment that fosters consistency, efficiency, continuous learning and knowledge building. Provide guidance and advice to staff on processes and procedures. Keep informed of the organizational unit's activities and priorities as well as relevant ILO policy and senior management decisions.

3. Analyse, evaluate and propose improvements to the design and delivery of work methods and processes. Assess the impact of changes and make recommendations on follow-up actions. Liaise with other administrative areas for an integrated and well-coordinated support to programme delivery.
4. Review, prioritize, route, reply and follow up on incoming communications, including on complex, sensitive and confidential matters. Handle a wide range of inquiries and requests for information and propose innovative solutions to issues without precedent. Prepare, draft, perform quality control, finalize and/or upload to webpages/disseminate a broad range of outgoing general and administrative correspondence, reports, publications and other documentation. Draft notes and responses on the basis of research, knowledge of administrative matters and understanding of the areas covered by the work programme. Provide informal translations.
5. Manage the ADG's/DDG's agenda. Schedule appointments and meetings according to priority. Coordinate high-level visits, including ensuring appropriate protocol, security and transport arrangements. Prepare and/or coordinate briefing programmes. Welcome visitors. Plan and prepare for the ADG/DDG's official travel. Ensure that appropriate members of the senior management team are consulted on the objectives and timing of visits to constituents and partners as well as attendance and participation at key international conferences and other events.
6. Ensure information management systems and electronic workspaces are maintained, updated, accessible and efficiently structured.
7. Process and follow-up on a wide range of transactions using the enterprise resource planning (ERP) system, verifying that information is complete and in compliance with applicable standards OR If delegated, act as certifying officer for the Office of the ADG/DDG.
8. Organize and coordinate administrative services for meetings and other events, including high-level. Lead secretariat support services and oversee the logistical, administrative and financial arrangements. Prepare and oversee the preparation of documents, presentations, briefing files and related materials. Take minutes and/or prepare summary notes of meetings.
9. Perform leave administration duties. Provide information on leave, travel and teleworking schedules to the supervisor when requested.
10. Serve as focal point for administrative matters relating to performance management, interns and other HR matters.
11. Oversee and/or coordinate space planning for the department/cluster. Manage logistics for staff movements. Manage office supplies, furniture and equipment.
12. Perform other relevant duties as assigned.

[PLEASE DELETE OR RETAIN THIS SECTION IN ITS ENTIRETY, AS APPROPRIATE

Where the incumbent is delegated as certifying officer for the organizational unit, the following duties apply:

13. Under delegated authority, act as certifying officer and ensure the effective internal financial control and the sound administration of the organizational unit's funds under all sources of funds. Oversee, review and certify financial transactions ensuring that they are in conformity with the ILO's financial rules and regulations and the requirements of relevant administrative rules and procedures. Coordinate year-end financial closure processes. Process more complex financial transactions, such as programme allocation changes, personnel actions, development cooperation (DC) budget revisions, transfers of expenditure, virtual credit card (VCC) payments and treatment of supplier invoices in case of discrepancies and matching issues. Act as replacement/back-up certifying officer for other organizational units in collaboration with other certifying officers or when requested by BUDFIN.
14. Maintain accurate financial monitoring and reporting of staff and non-staff resources. Prepare staffing tables and other financial reports for management. Prepare and consolidate operational budget information to assist management with informed decision making in relation to Programme and Budget preparation, DC portfolio management and work planning exercises.
15. Keep management informed of the contractual status of staff and the status of non-staff resources of the organizational unit. Identify/anticipate potential staff contract-, budgetary- and HR-related issues and make suggestions for their resolution.]

Required qualifications

Education

Completion of secondary school education. Training in a relevant field.

Experience

Minimum of six years of relevant experience.

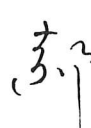
Languages

Excellent command of two working languages (English, French, Spanish) of the Organization.

Knowledge and technical/behavioural competencies

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], the following is required:

In-depth knowledge of established standards governing operational areas. Ability to interpret administrative and financial rules, regulations, policies and procedures and impart knowledge to others.



For certifying officer duties, ability to apply sound financial administration and accounting techniques and work in accordance with the International Public Sector Accounting Standards (IPSAS).

Knowledge of the substantive nature of ILO programmes and activities.

Proficient in the use of computer software packages, such as Office 365 (Word, Excel, PowerPoint, Teams).

Good knowledge of SharePoint or another document management system.

Good level of ability to work with an enterprise resource planning (ERP) system.

Ability to quickly grasp and work efficiently with a minimum of training assistance with office tools, IT software, systems, applications and web-based platforms.

Ability to use a content management system to copy, paste and format content into a public website page.

Excellent drafting skills.

Analytical skills and attention to detail.

Ability to oversee the work of administrative support staff. Team-oriented to contribute to a positive and cohesive work environment.

Ability to identify and assess service challenges and decide the best course of action where there may not be a clear solution.

Ability to grasp and work efficiently with large volumes of information related to administrative and programme priorities.

Interpersonal skills and communication skills. Ability to interact with an extensive network of contacts at senior levels with discernment, tact and diplomacy. Discretion in dealing with confidential matters.

Ability to work effectively in a multicultural environment and to demonstrate and model gender-responsive, non-discriminatory and inclusive behaviour and attitudes.



Generic title: Administrative Assistant
Job family: General Administration and Office Support Assistants
Grade: G5

Main purpose

The incumbent provides a range of administrative and office support services that contribute to the smooth and efficient running of the branch/department. Areas of work include general administration and office support and HR-, finance- and procurement-related support, requiring the use and application of ILO administrative and financial rules, regulations, policies, procedures and processes (applicable standards).

Supervision received/exercised

The incumbent works independently in delivering specialized support services. Work is reviewed for the timely delivery of results. Supervision received is focused on the quality of process execution and to provide developmental and technical support. The incumbent provides guidance and may allocate tasks to office and administrative support staff.

Working relationships

Internal contacts are with diverse organizational units throughout the Organization to coordinate meetings, enlist support, clarify and exchange information and follow up on administrative actions and deadlines. External contacts are with visitors, meetings participants and service providers to share information for the completion of pending issues.

Key duties and responsibilities

1. Perform and coordinate a broad range of administrative and office support tasks, ensuring compliance with applicable standards. Oversee and guide the work of office and administrative support staff, establish work priorities, assign tasks and provide on-the-job training, as required.
2. Keep informed of pertinent administrative and financial rules, regulations, procedures and processes and provide guidance and support on these, where required. Keep informed of the organizational unit's activities and work priorities.
3. Review, process and follow up on incoming communications, including on sensitive and confidential matters. Handle administrative and general information requests. Prepare, draft, perform quality control, finalize and/or upload to webpages/disseminate outgoing general and administrative correspondence, reports, publications and other documentation. Provide informal translations.

4. Maintain the supervisor's agenda. Schedule appointments and meetings according to priority, including for delegates and other high-level officials. Welcome and guide visitors to meeting rooms. Prepare mission files. Assist with official travel arrangements. Prepare cost estimates.
5. Ensure information and records management systems and electronic workspaces are maintained, updated, accessible and efficiently structured.
6. Process and follow up on a wide range of transactions using the enterprise resource planning (ERP) system, verifying that information is complete and in compliance with applicable standards.
7. Provide, organize and coordinate a range of administrative and logistical support services for meetings and other events. Ensure the timely preparation, translation, publication and dissemination of documents, presentations, briefing files and related materials. Take minutes of meetings as requested.
8. Perform leave administration duties. Provide information on official travel, leave and teleworking schedules to the supervisor when requested.
9. Serve as focal point for administrative matters relating to performance management, interns and other HR matters.
10. Manage office supplies, furniture and equipment. Organize office moves based on agreed schedules and support their implementation. Manage logistics for staff movements.
11. Perform other relevant duties as assigned.

Required qualifications

Education

Completion of secondary school education.

Experience

Minimum of five years of relevant experience.

Languages

Excellent command of one working language (English, French, Spanish) of the Organization and working knowledge of a second working language.

Knowledge and technical/behavioural competencies

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], the following is required:

Good knowledge of established standards governing concerned operational areas. Ability to interpret and work within the applicable rules, regulations, policies and procedures.



Knowledge of ILO programmes and activities.

Proficient in the use of computer software packages, such as Office 365 (Word, Excel, PowerPoint, Teams).

Good knowledge of SharePoint or another document management system.

Good level of ability to work with an enterprise resource planning (ERP) system.

Ability to quickly grasp and work efficiently with a minimum of training assistance with office tools, IT software, systems, applications and web-based platforms.

Ability to use a content management system to copy, paste and format content into a public website page.

Strong drafting skills.

Analytical skills and attention to detail.

Interpersonal and communication skills. Tact and diplomacy. Discretion in dealing with confidential matters.

Ability to work effectively in a multicultural environment and to demonstrate and model gender-responsive, non-discriminatory and inclusive behaviour and attitudes.

Generic title: Office Support Assistant
Job family: General Administration and Office Support Assistants
Grade: G4

Main purpose

The incumbent performs a range of standard office and administrative support tasks that contribute to the smooth functioning and timely delivery of the organizational unit's activities. Such tasks relate primarily to correspondence and document preparation, processing administrative actions, information and records management support and meetings support, requiring the use and application of the relevant ILO administrative rules, regulations, policies, procedures and processes (applicable standards).

Supervision received/exercised

The incumbent works with some degree of operational independence in performing the day-to-day work and consults the supervisor for guidance in the case of non-standard issues. Supervision received is focused on the quality and timeliness of work assignments.

Working relationships

Internal contacts are with staff in the organizational unit and staff in other organizational units within the same area of work to obtain, provide or clarify information on matters related to specific assignments and to relay instructions from the supervisor. External contacts are with visitors, meeting participants and service providers to follow up on routine matters, exchange information or direct them to the appropriate person.

Key duties and responsibilities

1. Perform a variety of office support tasks, such as correspondence and document preparation, information and records management support, monitoring the organizational unit's communication channels and logistical and routine administrative support for meetings.
2. Keep informed of pertinent office and administrative rules, regulations, procedures and processes and ensure work performed adheres to these. Keep informed of the organizational unit's activities and work priorities.
3. Receive and/or register incoming communications and forward to relevant parties. Reply to routine information requests or escalate as appropriate. Type, format and proofread a variety of documents, ensuring correct spelling, punctuation, grammar, style, accuracy and compliance with applicable standards. Draft standard correspondence. Prepare informal translations as required. Upload webpage content.



4. Schedule appointments and meetings as requested. Welcome and guide visitors to meeting rooms. Assist with official travel arrangements. Prepare routine cost estimates.
5. Maintain and update information and records management systems, such as filing systems, databases and other platforms.
6. Process and follow up on routine transactions in the enterprise resource planning (ERP) system.
7. Provide logistical and routine administrative support for meetings and other events. Prepare and send invitations, agendas and other materials. Arrange meeting venues and equipment. Provide support and information to participants on matters of a routine nature.
8. Maintain office supplies and standard office equipment. Keep inventories up to date, order stock as required and report equipment issues. Assist with office moves, including handling access rights and preparing workstations for new staff.
9. Perform other relevant duties as assigned.

Required qualifications

Education

Completion of secondary school education.

Experience

Minimum of four years of relevant experience.

Languages

Excellent command of one working language (English, French, Spanish) of the Organization and working knowledge of a second working language.

Knowledge and technical/behavioural competencies

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], the following is required:

Knowledge of general office procedures and ability to work within the applicable rules, regulations, policies and procedures.

Proficient in the use of computer software packages, such as Office 365 (Word, Excel, PowerPoint, Teams).

Knowledge of SharePoint or another document management system.

Good level of ability to work with an enterprise resource planning (ERP) system.

Ability to grasp and work efficiently with office tools, IT software, systems, applications and web-based platforms.

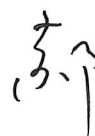
Ability to use a content management system to copy, paste and format content into a public website page.

Ability to draft standard correspondence.

Attention to detail in order to identify discrepancies in correspondence.

Tact, courtesy and ability to share information in an appropriate and respectful manner.

Ability to work effectively in a multicultural environment and to demonstrate and model gender-responsive, non-discriminatory and inclusive behaviour and attitudes.



Generic title: Office Support Assistant

Job family: General Administration and Office Support Assistants

Grade: G3

Main purpose

The incumbent performs a variety of routine office support tasks that contribute to the smooth functioning and timely delivery of the organizational unit's activities, such as document preparation and compilation, information and records management support and logistical support for meetings.

Supervision received/exercised

The incumbent receives instructions and guidance and works with some degree of operational independence on routine matters. Supervision received is focused on the quality and timeliness of work assignments.

Working relationships

Internal contacts are with staff in the organizational unit to exchange routine information related to service delivery and to obtain clarification or guidance on the completion of tasks. External contacts are with visitors and meeting participants to provide routine information or direct them to the appropriate person.

Key duties and responsibilities

1. Perform various routine office support tasks, such as typing, filing, document preparation and compilation and logistical support for meetings.
2. Receive and/or register incoming communications and forward to relevant parties. Reply to routine information requests or escalate as appropriate. Type, format and proofread standard correspondence and documentation, ensuring correct spelling, punctuation, grammar, style and compliance with applicable standards.
3. Schedule appointments and meetings as requested. Welcome and guide visitors to meeting rooms. Assist with official travel arrangements.
4. Maintain and update information and records management systems, such as filing systems and databases, Perform searches for readily accessible information from various sources and present results in a standardized format.
5. Under guidance and instruction, process routine transactions in the enterprise resource planning (ERP) system.
6. Provide logistical support for meetings and other events.

Handwritten initials '313' and a signature in blue ink.

7. Maintain stocks of office supplies.
8. Perform other relevant duties as assigned.

Required qualifications

Education

Completion of secondary school education.

Experience

Minimum of three years of relevant experience.

Languages

Excellent command of one working language (English, French, Spanish) of the Organization and a working knowledge of a second working language.

Knowledge and technical/behavioural competencies

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], the following is required:

Knowledge of general office procedures and ability to work within the applicable rules, regulations, policies and procedures.

Good level of ability in computer software packages, such as Office 365 (Word, Excel, PowerPoint, Teams).

Knowledge of SharePoint or another document management system.

Ability to work with an enterprise resource planning (ERP) system.

Ability to grasp and work efficiently with office tools, IT software, systems, applications and web-based platforms.

Attention to detail in order to identify discrepancies in correspondence.

Tact, courtesy and ability to share information in an appropriate and respectful manner.

Ability to work effectively in a multicultural environment and to demonstrate and model gender-responsive, non-discriminatory and inclusive behaviour and attitudes.