

Collective agreement on the introduction of the new generic job descriptions for regular budget positions in the Professional category worldwide and the General Service category at headquarters

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 Organization'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 ILO is committed to ensuring that serving officials 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).

Recognizing the evolution in the work required to support the delivery of the ILO's mandate and in accordance with the Human Resources Strategy for 2022-25 (GB.343/PFA/14), a review is being undertaken of the job description framework encompassing job families and generic job descriptions for regular budget positions in the Professional category worldwide and in the General Service category at headquarters. These generic job descriptions will provide the underlying structural support for recruitment, performance and career development.

While the generic job description review concerns regular budget core positions, the Office remains committed to ensuring that, regardless of the source of funding, the grading of all positions is coherent and consistent throughout the Organization and is appropriate to the level of duties assigned.

This agreement sets out the process for the review and introduction of the new generic job descriptions for the Professional category worldwide and the General Service category at headquarters as well as the process for adapting the generic job descriptions to meet the needs of individual positions. The approved generic job descriptions are annexed to this agreement.

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. The

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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.

Key duties and responsibilities - The main and continuing duties and responsibilities 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.

Required qualifications - The required qualifications comprise the minimum level of education, experience, languages and competencies (technical and behavioural) required to perform the job.

Serving officials - For the purpose of this agreement, the term "serving officials" refers to officials in the Professional category worldwide and General Service category at headquarters under regular budget positions, holding a fixed-term or without-limit-of-time contract.

Article 2

Scope

The generic job descriptions introduced in this agreement shall apply to regular budget Professional positions worldwide and General Service positions at headquarters. While the generic job descriptions do not apply to positions funded from extra-budgetary resources, they provide an important benchmark for these positions and help to ensure overall consistency and alignment of grade levels and required qualifications between regular budget and extra-budgetary positions.

Article 3

Review of job families

The review will proceed by job family with the new generic job descriptions being introduced in a staggered manner. The Human Resources Development Department (HRD) and the Staff Union Committee (SUC) will agree on the order in which the job families are reviewed and the timelines. The new generic job descriptions shall be developed through a consultative process involving a large number of serving officials of all grades from the regions and headquarters and within this, a smaller number of designated subject-matter experts, managers, HRD and the SUC.

Article 4

Introduction of the generic job descriptions

The date on which the new generic job descriptions for each job family come into effect will be communicated through a Corporate Services Broadcast. As of this date, the new generic job descriptions will be posted on the intranet in English, French and Spanish. As they are agreed upon and finalized, the new generic job descriptions will be annexed to and become an integral part of this

collective agreement. The new generic job descriptions will be used for recruitment, and will replace the current ones for job grading purposes in accordance with Circular 6/639 on Job Grading Procedures. They will be adapted for individual positions encumbered by serving officials in the corresponding job family and for the filling of vacant positions.

Article 5

Adapting generic job descriptions to include job-specific information relevant to individual positions (encumbered and vacant)

A new generic job description will be assigned to each serving official occupying a position in the job family in question at the same grade level as their current position. In order to adapt the generic job description to the official's position, certain information specific to the position is required, i.e. the organizational unit where the position is located, reporting lines as well as a summary statement on the main purpose of the position. For some job families, the generic job descriptions will require the duties and/or required qualifications to be tailored to the needs of individual positions. For other job families, the generic job descriptions will adequately cover the breadth of work performed and will not require this type of modification. It is not anticipated that managers and staff will need to add new duties when adapting the job descriptions to include job-specific information. However, if it is determined that, exceptionally a new duty is required, this would need to be justified and reviewed by HRD and the SUC.

Job description templates by job family and grade will be available on the HRD intranet site to assist with the process of adaptation.

Managers and staff will be required to collaborate to adapt the job descriptions for individual positions. For vacant positions, managers should adapt the generic job descriptions to include job-specific information. Details of the procedure for assigning and adapting the new generic job descriptions for individual positions held by serving officials can be found in Appendix A.

Article 6

General provisions

This agreement shall become effective on the date of signature by both parties and will be implemented promptly, including through a Director-General's Announcement and an Office Procedure. The agreement shall be reviewed periodically as the job description framework review process progresses, through the addition of annexes containing the new generic job descriptions for a particular job family.

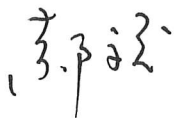
In the event that a change is needed in the content of a generic job description such as in relation to a structural change, a new system or a change in a process, the parties shall consult accordingly, and the relevant generic job descriptions shall be updated.

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.

Signed in Geneva, this 5 May 2023, in two copies, in the English language, by the representatives of the Parties duly authorized to that effect.



For the Office: Mr Hao Bin



For the Staff Union: Ms Severine Deboos

Appendix A: Procedure for assigning and adapting generic job descriptions for individual positions held by serving officials

The procedure as indicated in Articles 4 and 5 is as follows:

Informing staff

1. All staff will be informed of the introduction of the generic job descriptions for a particular job family through a Corporate Services Broadcast, which will include a link to the full text of the generic job descriptions on the Human Resources Development Department (HRD) intranet site in English, French and Spanish.

Assigning generic job descriptions to officials

2. Following the broadcast introducing the generic job descriptions for a job family, HRD will provide department and office directors with the names and position grades of those officials under their responsibility whose positions belong to that particular job family and who are thus being assigned the new generic job description. The determination of the job family and grade level of the position will be based on the official's current position (not the official's personal grade) and information contained in IRIS, as verified by HRD. Directors are responsible for transmitting the information on the assigned generic job description (grade and job family) to concerned officials, or to the managers of the officials, as applicable.
3. Officials in the particular job family are expected to consult the new generic job description corresponding to the grade of their current position on the HRD intranet site. Managers are required to collaborate with officials in their work unit to adapt the generic job description to the individual position.

Adapting generic job descriptions to individual positions

4. Generic job descriptions are intended to serve as the basis for job descriptions of individual positions and contain the following information:
 - generic title;
 - job family;
 - grade;
 - key duties and responsibilities;
 - required qualifications: education, experience, languages; and
 - knowledge and technical/behavioural competencies.
5. Job descriptions for individual positions require information on where the position is located, who the position reports to as well as a summary statement on the main purpose of the position. If the functional job title is different to the generic job title, this information is also required.

6. For some job families, certain duties in the generic job descriptions offer a choice of wording from several alternatives and may require deleting the areas that are not applicable, or they may require blank fields to be completed. It is not anticipated that new duties would need to be added to a job description for an individual position. However, if it is determined that, exceptionally such a duty is required, any new duty would need to be justified and reviewed by HRD and the Staff Union Committee (SUC).
7. New job description templates by job family and grade will be available on the HRD intranet site to assist with the process of adaptation.
8. For encumbered positions, managers and officials are responsible for discussing and adapting the new generic job descriptions so that officials have job descriptions for their individual positions, that include the information listed in paragraph 11 and any required adaptations referred to in paragraph 12.
9. Managers are required to return the job description for an individual position, with the official on copy, to HRD for approval within two months from the effective date of the related Corporate Services Broadcast. Any disagreement or concern regarding the job description for an individual position should be brought to HRD's attention.
10. HRD will review and approve the job descriptions for individual positions, ensuring appropriateness of any modifications. In the case of encumbered positions, HRD will transmit the approved individual job description to the manager and official and place a copy in the official's personal file.

Support to officials and managers during the process

11. Managers and officials may take the opportunity individually or jointly to seek clarification from HRD. Officials may also seek the assistance of any official, former official, or the SUC.
12. Clarifications sought may be in relation to the job family assigned to the position or on adapting the generic job description to the individual position.
13. HRD will provide clarifications on the content of the job description or any follow-up action open to the official. These clarifications will not involve a technical grading evaluation for encumbered positions.
14. All correspondence addressed to and received from an official relating to this process will be placed in the official's personal file.

Request for job grading review

15. An official may at any time submit a request for review of their own job, in accordance with the conditions set out in Circular No. 6/639 (Rev.2), using the new generic job description in lieu of the current one as the basis for the grade review.

Annex 1: Generic job descriptions for the Technical Specialists job family

This job family consists of the following job descriptions:

P5 Senior Technical Specialist

P4 Technical Specialist

P3 Technical Officer

P2 Technical Officer

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A handwritten signature in black ink, consisting of a large, stylized letter 'D' with a horizontal line extending to the right and a vertical line extending downwards from the bottom of the 'D'.

Generic title: Senior Technical Specialist

Job family: Technical Specialists

Grade: P5

Key duties and responsibilities

1. Lead the work of a technical unit and ensure the effective management of all financial, human and other resources in accordance with ILO standards, the results-based management framework and through timely and effective use of the Performance Management Framework (PMF) and other feedback mechanisms **and/or** plan, manage and coordinate a **broad programme of work / major/global ILO/multilateral programme / initiative / technical area / strategic objective on xxxxx**. Lead work streams/teams involved in this work and manage staff and consultants as applicable. *[NB. Duty can include one or both of these formulations – please modify as appropriate.]*
2. Lead the design, development, implementation, monitoring and promotion of related programmes, strategies, approaches and policies with a view to enhancing and positioning the Organization's technical leadership in these areas. Lead, manage and coordinate high-level advocacy and technical and policy advisory services at the **global / regional / subregional / national levels** to advance the Decent Work Agenda and social justice, fostering the integration of cross-cutting policy drivers, including international labour standards, social dialogue, gender equality and non-discrimination, and a just transition towards environmentally sustainable economies and societies.
3. Provide thought leadership in areas of importance to ILO constituents and other concerned stakeholders, including through the continuous strategic positioning of the Organization and its mandate within the United Nations system. Act as a catalyst in formulating policies on critical issues related to the promotion of decent work across ILO's strategic objectives and build bridges and synergies between strategic policy areas. Coordinate cross-organizational teams/initiatives to ensure integration and policy coherence to advance broad programme development.
4. Review and facilitate the strengthening and effective implementation of inclusive institutional, legal and policy frameworks. Provide authoritative policy and technical advice **in the area of xxxxx** to ILO constituents and other concerned stakeholders with a view to promoting the formulation of inclusive and gender-responsive policies and programmes, and their impactful implementation and monitoring to ensure equitable outcomes. Promote relevant international labour standards.
5. Support ILO constituents in identifying their needs and provide adequate technical support, including through comparative policy analyses. Facilitate the effective participation and advocacy role of employers' and workers' organizations in policy design, implementation and evaluation of decent work programmes and projects.
6. Provide technical inputs to the design and implementation of Decent Work Country Programmes (DWCPs) as well as UN and other development cooperation frameworks. Build

and stimulate multidisciplinary initiatives / efforts / developments / plans / reviews / activities with a view to ensuring an integrated approach for the delivery of the Decent Work Agenda.

7. Provide stewardship, design and conduct/coordinate innovative and gender-mainstreamed research, including on frontier/emerging issues, that meets the evolving needs of ILO constituents and other key stakeholders and positions the ILO at the forefront of research in the world of work/xxxxx area. [OR Lead innovative gender-mainstreamed global, regional and country specific research projects on decent work issues, in particular on / related to xxxxx, that provide clear and operational policy recommendations, including at sectoral level and ensure an integrated approach/perspective, with a view to influencing policy agendas of countries and recommendations of other international agencies and multilateral organizations.] *[INB. Please choose one formulation only.]*
8. Develop and lead/coordinate the development of xxxxx policies, initiatives, strategies and a range of original and evidence-based technical and policy knowledge products and tools responding to constituents' needs and priorities and advancing the Decent Work Agenda. Promote and facilitate their dissemination at the global / regional / and country levels. Provide advice and technical support to constituents and other stakeholders on effectively using such tools. Contribute to Office-wide efforts to analyse, document and disseminate lessons learned and information on innovative practices.
9. Lead the development, review and quality control of major reports, publications, documents and other office documents, including for the Governing Body, International Labour Conference and regional, sectoral and expert meetings.
10. Support the strengthening of ILO constituents' capacity to design and implement policies and measures / monitor the impact of policies and measures / refine and improve policies and measures as required / xxxxx in the area of xxxxx, taking into account the need for policy coherence and an integrated approach to decent work. Oversee the design of tools and learning materials, pilot new guidelines, lead/coordinate workshops, meetings and other events, using innovative methods, digital platforms and communication tools. Develop and run/implement global and/or regional capacity development programmes, knowledge sharing and training events, including in collaboration with the International Training Centre in Turin (ITC-ILO) and/or with other relevant partners as applicable.
11. Formulate and develop conceptual approaches for development cooperation activities, taking into account the regional / subregional / national priorities on xxxxx and the need to position these within relevant development cooperation frameworks. Design and develop programmes and projects and coordinate their implementation, in accordance with established monitoring and reporting standards, including financial resources, and coordinate activities among projects. Manage stakeholder engagement, mobilize resources and negotiate funding, terms and conditions.
12. Identify opportunities for technical and strategic partnerships and broker collaborative relationships to benefit the broad areas of the Decent Work Agenda with traditional and non-traditional partners/entities of the UN system / other international organizations / regional and national actors / private institutions / multilateral development banks / international financial institutions / research institutions / academia, civil society / other key stakeholders / xxxxx with a view to advancing ILO's strategic objectives and ensuring policy coherence / joint programme design and implementation / promoting awareness of ILO's values and strategic objectives / resource mobilization / influencing policy and financing decisions in support of decent work objectives / xxxxx.

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13. Convene and represent the ILO at major international/regional meetings and events, including with strategic players, national and international development partners, international financial institutions and multilateral and regional institutions of the UN system and other key stakeholders/organizations. As the ILO's technical representative, play a key role in promoting and advocating the Decent Work Agenda.
14. Perform other relevant duties as assigned.

Required qualifications

Education

Advanced level university degree (Master's or equivalent) in a relevant field.

Experience

At least ten years of relevant experience, including at the international level.

Languages

Excellent command of one working language (English, French, Spanish) of the Organization. Some technical positions may require a working knowledge of one or more additional working languages.

In addition to the [ILO core competencies](#), the following is required:

Knowledge and technical/behavioural competencies

Excellent knowledge and understanding of theories, concepts and approaches in the area(s) of **[INSERT TECHNICAL AREA(S)]** with the ability to lead and oversee their development and implementation suited to evolving needs and priorities. Detailed and comprehensive expertise in own area to serve as the reference expert across the Organization. Detailed and comprehensive expertise in own area to serve as the reference expert across the Organization.

Excellent knowledge of the full range of policy areas and advanced understanding of the ILO's mandate. Ability to maintain a comprehensive wealth of knowledge of related external issues.

Technical leadership skills.

Managerial skills for the effective management of human and financial resources. Ability to provide clear direction and to develop, inspire and encourage high-performing, pioneering and motivated individuals and teams, specialized in the technical area of work.

Excellent research and analytical skills.

Excellent communication skills, negotiation, promotion and advocacy skills.

Excellent drafting skills.

Ability to adapt quickly to new software and systems.

Ability to build and negotiate strategic partnerships and alliances with a wide range of key stakeholders and to create innovative opportunities for promoting synergies and ensure organizational results and success over the immediate, mid-term and long-term horizon.

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Ability to represent the Organization with authority and credibility and position it as a leader in xxxxx. Ability to articulate the Organization's mandate/strategic objectives/programmes when formulating and delivering information and presentations and adapt presentation methodology to address the needs of different audiences.

Ability to mobilize resources.

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

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Generic title: Technical Specialist

Job family: Technical Specialists

Grade: P4

Key duties and responsibilities

1. As primary specialist in the area(s) of [INSERT TECHNICAL AREA(S)], is responsible for substantial segments of the work programme. Identify priorities for/on xxxxx, develop strategies, as well as deliver and coordinate high-quality technical support at global/regional/subregional/national levels to advance the Decent Work Agenda and social justice, taking into account the integration of cross-cutting policy drivers, including international labour standards, social dialogue, gender equality and non-discrimination, and a just transition towards environmentally sustainable economies and societies. Lead work streams/teams involved in this work and ensure the effective management of staff and consultants in accordance with ILO standards, the results-based management framework and through timely and effective use of the Performance Management Framework (PMF) and other feedback mechanisms, as applicable.
2. Review and facilitate the strengthening and effective implementation of inclusive institutional, legal and policy frameworks. Provide expert policy and technical advice in the area of xxxxx to ILO constituents and other concerned stakeholders with a view to promoting the formulation of inclusive and gender-responsive policies and programmes, and their impactful implementation and monitoring to ensure equitable outcomes. Promote relevant international labour standards.
3. Support ILO constituents in identifying their needs and provide adequate technical support, including through comparative policy analyses. Facilitate the effective participation and advocacy role of employers' and workers' organizations in policy design, implementation and evaluation of decent work programmes and projects.
4. Provide technical inputs to the design and implementation of Decent Work Country Programmes (DWCPs) as well as UN and other development cooperation frameworks. Participate in multidisciplinary initiatives / efforts / developments / plans / reviews / activities with a view to ensuring an integrated approach for the delivery of the Decent Work Agenda.
5. Initiate, design, conduct/commission and/or coordinate innovative and gender-mainstreamed research and analysis that meets the evolving needs of constituents and other key stakeholders in the world of work / xxxxx area and leads to the formulation of policy advice / recommendations / policy and technical guidelines / and the development of new and enhancement of existing methodologies and concepts related to/in the area of xxxxx.
6. Develop and lead/coordinate the development of xxxxx policies, initiatives, strategies and a range of original and evidence-based technical and policy knowledge products and tools responding to constituents' needs and priorities and advancing the Decent Work Agenda. Promote and facilitate their dissemination at the global / regional / and country levels and provide advice and technical support to constituents and other stakeholders on effectively using

such tools. Contribute to Office-wide efforts to analyse, document and disseminate lessons learned and information on innovative practices.

7. Provide technical inputs to, oversee the drafting of/draft, peer review and edit reports, publications and other office documents, including for the Governing Body, International Labour Conference and regional, sectoral and expert meetings.
8. Support the strengthening of ILO constituents' capacity to design and implement policies and measures / monitor the impact of policies and measures / refine and improve policies and measures as required / xxxxx in the area of xxxxx. Oversee the design of tools and learning materials, pilot new guidelines, lead and/or coordinate workshops, meetings and other events, using innovative methods, digital platforms and communication tools. Develop and run/implement global and/or regional capacity development programmes, knowledge sharing and training events including in collaboration with the International Training Centre in Turin (ITC-ILO) and/or with other relevant partners as applicable
9. Identify opportunities for technical and strategic partnerships in the xxxxx and related areas and develop new/reinforce existing partnerships and collaborative relationships with traditional and non-traditional partners/entities of the UN system / other international organizations / regional and national actors / private institutions / multilateral development banks / international financial institutions / research institutions / academia, civil society / other key stakeholders / xxxxx with a view to advancing ILO's strategic objectives and ensuring policy coherence / joint programme design and implementation / promoting awareness of ILO's values and strategic objectives / resource mobilization / influencing policy and financing decisions in support of decent work objectives / xxxxx.
10. Organize, facilitate and make technical contributions at seminars, conferences and other events. Represent and engage the ILO as a key player in meetings, conferences and forums at the international / regional / subregional / national / subnational levels concerned with strategies, policies or programmes in the field of [INSERT TECHNICAL AREA(S)].
11. Conceptualize, formulate, discuss and submit development cooperation project proposals, taking into account regional / subregional / national priorities on xxxxx and the need to position these within relevant cooperation frameworks. Provide technical backstopping for development cooperation projects and promote and facilitate coherence and knowledge sharing among projects.
12. Play a key role in resource mobilization efforts to secure funding for new projects and activities in the field of xxxxx. Ensure effective coordination with concerned headquarters departments and field offices.
13. Perform other relevant duties as assigned.

Required qualifications

Education

Advanced level university degree (Master's or equivalent) in a relevant field.

Experience

At least seven years of relevant experience, including at the international level.

Languages

Excellent command of one working language (English, French, Spanish) of the Organization. Some technical positions may require a working knowledge of one or more additional working languages.

In addition to the [ILO core competencies](#), the following is required:

Knowledge and technical/behavioural competencies

Excellent knowledge and understanding of theories, trends and approaches in the area(s) of **INSERT TECHNICAL AREA(S)** with the ability to plan, coordinate and guide the development and implementation of new concepts policies, techniques and procedures in response to evolving technical needs.

Good knowledge of the substantive nature of Organization's work programmes and activities and ability to address broader issues outside the field of specialization.

Ability to lead and manage individual and group assignments and to supervise those undertaking the work.

Ability to share knowledge and provide technical advice and guidance on latest policy developments in the technical area.

Excellent research and analytical skills.

Excellent drafting skills.

Excellent communication skills, excellent presentation skills, negotiation, promotion and advocacy skills. Ability to adapt communication style to diverse audiences.

Ability to adapt quickly to new software and systems.

Ability to network and build and maintain effective and collaborative working relationships with key stakeholders and to create and promote synergies across the Organization and with external stakeholders.

Ability to represent the Organization and present/promote the technical area of work and the ILO's position on it to partners with a view to gaining their support to advance the desired course of action.

Ability to mobilize resources.

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

Generic title: Technical Officer
Job family: Technical Specialists
Grade: P3

Key duties and responsibilities

1. Provide technical and policy support to the **work unit/ Department /field office** in the areas of **[INSERT TECHNICAL AREA(S)]**.
2. Undertake **global, regional, country, sectoral, thematic** analyses to identify constituent decent work priorities and needs. Review previous impact assessments done on **approaches / activities / institutions / xxxxx** to identify innovative practices and propose adaptations to best address the issue(s) identified.
3. Contribute to the formulation of strategies and policies relevant to **[INSERT TECHNICAL AREA(S)]**, including providing technical inputs to components of ILO Decent Work Country Programmes (DWCPs) as well as UN and other development cooperation frameworks, in response to the demand from **Member States / field offices / xxxxx**. Collect and compile data, statistics and other information that reflect the **country /region / xxx** decent work situation and ILO constituents' key concerns and priorities.
4. Provide technical support to ILO constituents and other relevant stakeholders pertaining to **[INSERT TECHNICAL AREA(S)]** with a view to **promoting the Decent Work Agenda / social justice / international labour standards / xxxxx**. Respond to requests for **data / information / guidance on xxxxx**. Draft policy recommendations and provide support with follow-up actions, as and when appropriate.
5. Undertake **policy-oriented / comparative / action / qualitative / quantitative / xxxxx** research and analysis that takes into account gender and diversity considerations in the area(s) of **[INSERT TECHNICAL AREA(S)]**. Commission research, draft terms of reference for research consultants and monitor and coordinate their work.
6. Identify and maintain up-to-date knowledge on emerging trends and policy developments on **[INSERT TECHNICAL AREA(S)]**.
7. Draft and/or provide technical input into the development, peer review and editing of policy briefs, working papers, reports, publications and other knowledge products and contribute to their dissemination. Provide evidence-based technical content for social media, digital and other knowledge-sharing tools and platforms, with a view to reaching broad and diverse audiences.
8. Synthesize and share good practices and lessons learned, taking into account complementarities with other technical areas of the ILO Decent Work Agenda.
9. Participate in the identification of capacity development needs of constituents in relation to **xxxxx** and make proposals on how to address them. Prepare related training and learning materials and activities in collaboration with the International Training Centre in Turin (ITC-ILO)

and/or with other relevant partners as applicable. Deliver training to diverse audiences using innovative methods and communication tools and leveraging the use of digital technologies. Participate in knowledge sharing activities.

10. Provide substantive inputs to the design, development, implementation, monitoring, reporting and technical backstopping activities of development cooperation projects. Draft programme and project documents, taking into account priorities on **xxxxx** and the need to position these within relevant cooperation frameworks.
11. Support resource mobilization efforts for new projects and activities including by leveraging opportunities for collaboration with partners and proposing new initiatives/activities, in the field of **xxxxx**.
12. Participate in national, regional, international and UN inter-agency and other stakeholder working groups, consultations and forums to engage with potential and existing partners to **explain and promote the xxxxx technical agenda / present the ILO approach on xxxxx / discuss joint work/initiatives / share good practices / xxxxx**.
13. Organize, assist in and/or facilitate meetings and other events in the areas of **INSERT TECHNICAL AREA(S)**, including proposing agenda items, identifying participants, preparing technical materials, proposing facilitation techniques, preparing and delivering presentations, drafting summary reports and monitoring follow-up.
14. Perform other relevant duties as assigned.

Required qualifications

Education

Advanced level university degree (Master's or equivalent) in a relevant field.

Experience

At least five years of relevant experience.

Languages

Excellent command of one working language (English, French, Spanish) of the Organization. Some technical positions may require a working knowledge of one or more additional working languages.

In addition to the [ILO core competencies](#), the following is required:

Knowledge and technical/behavioural competencies

Good knowledge and understanding of theories, trends and approaches in the area(s) of **INSERT TECHNICAL AREA(S)**.

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

Knowledge of IT applications for information collection, management and dissemination.

Ability to use analytical tools and qualitative and quantitative techniques.

Ability to identify sources and develop methods for data collection.

Good research and analytical skills.

Good drafting skills.

Ability to adapt quickly to new IT software and systems.

Good communication skills, presentation skills. Persuasion and ability to present technical arguments to convince counterparts on a course of action.

Ability to maintain effective and collaborative working relationships with key stakeholders and work well in a tripartite context.

Ability to present/promote the technical area of work and the ILO's position on it to partners using a wide range of techniques and technologies.

Ability to assess, adapt and amend individual and group assignments (policies, approaches, models) to meet new or changed needs and situations.

Ability to share knowledge and provide technical advice and guidance in the technical area

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

Generic title: Technical Officer

Job family: Technical Specialists

Grade: P2

Key duties and responsibilities

1. Support the technical work of **the work unit / department / field office** in the area of **[INSERT TECHNICAL AREA]**.
2. Undertake gender-mainstreamed research, analyse and present data, statistics and other information on assigned topics and country experiences in the area of **[INSERT TECHNICAL AREA]**. Prepare first drafts of analytical studies. Participate in technical activities for research and data collection purposes. Draft terms of reference for research consultants and follow up on the collection of their work outputs.
3. Maintain up-to-date knowledge on good practices, lessons learned, trends and other relevant considerations and policy developments in the area of **[INSERT TECHNICAL AREA]**.
4. Source information and update and maintain related technical databases, web pages, digital platforms and other knowledge tools. Support work on the development, publication and dissemination of knowledge products, tools and promotional materials.
5. Prepare initial drafts of and provide technical inputs to specific components of reports, policy/thematic briefs, research outputs and other information and knowledge products.
6. Contribute to the drafting of responses to queries concerning the work unit's programme of work.
7. Assist in the organization, administration and servicing of meetings, workshops and other events related to **[INSERT TECHNICAL AREA] / xxxxx**. Compile and draft background and other preparatory materials and presentations. Attend/follow meetings on related technical issues and draft summary reports and related materials. Follow up on the implementation of delegated actions and initiatives.
8. Provide inputs into the development and content of training and capacity development resource and learning materials, tools and activities. Assist in organizing and delivering training sessions, knowledge sharing activities and capacity development events on assigned topics, using innovative methods and communication tools and leveraging the use of digital technologies.
9. Provide inputs into the drafting of development cooperation project proposals. Support **the work unit / technical specialist / project staff / xxxxx** with technical backstopping and project implementation, monitoring and reporting activities.

10. Perform other relevant duties as assigned.

Required qualifications

Education

First-level university degree (Bachelor's or equivalent) in a relevant field.

Experience

At least three years of relevant experience.

Languages

Excellent command of one working language (English, French, Spanish) of the Organization. Some technical positions may require a working knowledge of one or more additional working languages.

In addition to the [ILO core competencies](#), the following is required:

Knowledge and technical/behavioural competencies

Knowledge and understanding of theories, concepts and approaches relevant to the area of **INSERT TECHNICAL AREAS**.

Knowledge of IT applications for information collection, management and dissemination.

Ability to use analytical tools and qualitative and quantitative research methods.

Ability to identify sources and develop methods for data collection.

Research and analytical skills.

Communication skills.

Drafting skills.

Ability to adapt quickly to new IT software and systems.

Ability to maintain effective and collaborative working relationships.

Ability to prepare and deliver internal presentations and messages, using a range of techniques and technologies.

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

Annex 2: Generic job descriptions for the Evaluation Specialists job family

This job family consists of the following job descriptions:

P5 Senior Evaluation Specialist

P4 Evaluation Specialist

P3 Evaluation Officer

P2 Evaluation Officer

Generic title: Senior Evaluation Specialist

Job family: Evaluation Specialists

Grade: P5

Key duties and responsibilities

1. Assist the Director in setting and implementing the strategic direction of the Evaluation Office (EVAL). Provide substantive inputs for the continuing development of the evaluation strategy, policies and plans to ensure timely and effective approaches to evaluation. Plan, coordinate and manage the work and resources of EVAL, determining priorities, allocating work and supervising staff.
2. Responsible for planning, conducting, managing and follow-up to evaluations, including highly complex, institutional high-level Governing Body evaluations, in accordance with established standards and ensuring effective use of available resources. Design and review research for evaluations and work assignments, conduct and lead desk reviews and ensure effective supervision of evaluations conducted by staff members and consultants.
3. Ensure that gender equality, non-discrimination and other cross-cutting issues are given appropriate consideration in evaluation design, analysis and reporting in accordance with EVAL guidance on the topic aligned with the United Nations system-wide action plan and UN Evaluation Group gender-related guidance and reporting requirements.
4. Identify the need for and oversee the development and review of evaluation products, strategies, policies, operational guidelines and methodologies, systems, procedures and tools ensuring their continuing relevance, impact, effectiveness and sustainability. Ensure continuous methodological improvement of and support to evaluation and the results-based management (RBM).
5. Provide policy-level support and advice to colleagues assigned to design and implement evaluation capacity development. Advance efforts and ensure a coordinated approach within the Organization that supports constituents with evaluation and related activities.
6. Actively pursue professional networks and self-development to keep abreast of developments in the area of evaluation, including appropriate strategies, methodologies, coherent evaluation design, quality control and impact evaluation. Consult the Director about evaluation methodology and processes and provide substantive input for the continuing development of ILO evaluation policies, guidance, systems, procedures and tools in accordance with international standards and best practice. Review, analyse and interpret trends in evaluation in the Organization and the UN community and advise management on innovative ways to improve the efficiency, relevance and usefulness of the evaluation function.

7. Assist with the selection of evaluation consultants based on requirements. Oversee, review and undertake quality control of their work for adherence to independence, quality and credibility standards and established timelines and provide final EVAL sign-off so the report can be submitted to donors and uploaded on the public database of evaluation reports.
8. Review with evaluation managers the conduct of and follow-up to decentralized project and facilitate timely dissemination of results to stakeholders for improved programme performance and wider learning and knowledge sharing. Participate in meetings, workshops and other discussion forums to establish a dialogue on evaluation results with a view to ensuring that evaluation results and lessons are taken into account for the continued implementation of projects/programmes. Make recommendations to improve and adjust the process of follow-up to recommendations for evaluations.
9. Represent the Organization at inter-agency meetings, professional evaluation bodies, donor meetings and other technical forums to pursue joint initiatives and discuss the development of international evaluation standards. Facilitate or lead meetings and workshops to discuss and develop consensus on evaluation projects with a view to enhancing ILO performance and results. Under delegated authority, commit the Organization on evaluation policy issues within the designated area of responsibility.
10. Identify the need for new documents, materials and reports and initiate and lead their development. Draft, review and ensure high-quality reports for review by the Director and submission to the Governing Body and evaluation bodies including on performance and effectiveness and the impact of evaluation activities vis à vis constituents and other internal and external stakeholders.
11. Perform other relevant duties as assigned.

Required qualifications

Education

Advanced level university degree (Master's or equivalent) in a relevant field.

Experience

At least ten years of relevant experience, including at the international level.

Languages

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

In addition to the [ILO core competencies](#), the following is required:

Knowledge and technical/behavioural competencies

Excellent knowledge of UN system and international evaluation standards and RBM principles and ability to practically apply this knowledge to all evaluations.

Excellent knowledge of the programming cycle.

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

Excellent knowledge of international development programmes and issues, including humanitarian, global, geopolitical, human rights, diversity and inclusion and gender equality, and ability to use this knowledge in evaluation design, questions and analysis.

Managerial and leadership skills in managing evaluation assignments and evaluation teams. Ability to work in highly complex contexts.

Ability to build and use networks to promote the evaluation function and to contribute to global evaluation practices.

Ability to represent the Organization, negotiate and provide authoritative and influential policy and technical advice.

Ability to draft and review high quality and technically sound reports.

Ability to maintain independence and impartiality at all stages of the evaluation, ensuring ethical evaluation process.

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

Generic title: Evaluation Specialist

Job family: Evaluation Specialists

Grade: P4

Key duties and responsibilities

1. Conduct and/or manage evaluations, including responsibility for the planning, conduct and follow-up to recommendations of high-level Governing Body (GB) evaluations in accordance with established standards and ensuring effective use of available resources. Design and review research for evaluations, work assignments, conduct and lead desk reviews and ensure effective oversight of evaluations conducted by staff members and consultants.
2. Develop and review evaluation products, strategies, policies, operational guidelines and methodologies, systems, procedures and tools with a view to their continuing relevance, impact, effectiveness and sustainability. Provide inputs to and support the continuous methodological improvement of evaluation and the results-based management (RBM) framework.
3. Ensure that gender equality, non-discrimination and other cross-cutting issues are given appropriate consideration in evaluation design, analysis and reporting in accordance with Evaluation Office (EVAL) guidance on the topic aligned with the United Nations system-wide action plan and UN Evaluation Group gender-related guidance and reporting requirements.
4. Assist with the selection of evaluation consultants based on requirements. Oversee, review and undertake quality control of their work for adherence to independence, quality and credibility standards and established timelines and provide final EVAL sign-off so the report can be submitted to donors and uploaded on the public database of evaluation reports
5. Review with evaluation managers the conduct and follow-up of decentralized project and facilitate timely dissemination of results to stakeholders for improved programme performance and wider learning and knowledge sharing. Participate in meetings, workshops and other discussion forums to establish a dialogue on evaluation results with a view to ensuring evaluation results and lessons are taken into account for the continued implementation of projects/programmes.
6. Identify the need for new areas of training for evaluation capacity development and continuous learning and develop and/or oversee the development of related materials. Facilitate or conduct evaluation, self-evaluation and RBM training and other capacity development activities. Proactively promote the evaluation function, advocate the valuation principles and lessons learned and ensure a coordinated approach to constituent support throughout the Organization.
7. Keep abreast of developments in the area of evaluation, including appropriate strategies, methodologies, coherent evaluation design, quality control and impact evaluation. Consult the Director about evaluation methodology and processes and provide substantive input for the continuing development of ILO evaluation policies, guidance, systems, procedures and tools in

accordance with international standards and best practice. Review, analyse and interpret trends in evaluation in the Organization and the UN community and advise supervisor on innovative ways to improve the efficiency, relevance and usefulness of the evaluation function.

8. Represent the Organization at inter-agency meetings, professional evaluation bodies and other technical forums to pursue joint initiatives and discuss the development of international evaluation standards. Facilitate or lead meetings and workshops to discuss and develop consensus on evaluation projects with a view to enhancing ILO performance and results.
9. Draft, review and ensure high-quality reports for management, the GB and evaluation bodies including on performance and effectiveness and the impact of evaluation activities vis à vis constituents and other internal and external stakeholders.
10. Perform other relevant duties as assigned.

Required qualifications

Education

Advanced level university degree (Master's or equivalent) in a relevant field.

Experience

At least seven years of relevant experience, including at the international level.

Languages

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

In addition to the [ILO core competencies](#), the following is required:

Knowledge and technical/behavioural competencies

Solid knowledge of UN system and international evaluation standards and RBM principles and ability to practically apply this knowledge to all evaluations.

Excellent knowledge of the programming cycle.

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

Solid knowledge of international development programmes and issues, including humanitarian, global, geopolitical, human rights, diversity and inclusion and gender equality, and ability to use this knowledge in evaluation design, questions and analysis.

Ability to independently manage evaluation assignments and to supervise and guide evaluation team members.

Ability to build and use networks to promote the evaluation function.

Ability to facilitate stakeholder engagement and to negotiate evaluation issues and priorities.

Ability to draft and review high quality and technically sound reports.

Ability to maintain independence and impartiality at all stages of the evaluation, ensuring ethical evaluation process.

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

Generic title: Evaluation Officer

Job family: Evaluation Specialists

Grade: P3

Key duties and responsibilities

1. Conduct and/or oversee assigned sub-components of governance evaluations, ensuring compliance with established standards and effective use of available resources. Perform initial research for evaluations and other work assignments; participate in desk reviews, draft communications to concerned parties, prepare documentation.
2. Perform and/or oversee the data collection process of evaluation products (synthesis, meta studies, think pieces) and develop questionnaires and other review instruments, using appropriate quantitative and qualitative data collection and analysis tools, techniques and approaches.
3. Assist with the selection of evaluation consultants based on requirements. Oversee, review and undertake quality control of their work for adherence to independence, quality and credibility standards and established timelines. Provide final Evaluation Office (EVAL) sign-off in accordance with established procedures so the report can be submitted to donors and uploaded on the public database of evaluation reports.
4. Ensure that gender equality, non-discrimination and other cross-cutting issues are given appropriate consideration in evaluation design, analysis and reporting in accordance with EVAL guidance on the topic aligned with the United Nations system-wide action plan and UN Evaluation Group gender-related guidance and reporting requirements.
5. Review with evaluation managers the conduct and follow-up to decentralized project evaluations and facilitate timely dissemination of results to stakeholders for improved programme performance and wider organizational learning and knowledge sharing. Participate in meetings, workshops and other discussion forums to establish a dialogue on evaluation results with a view to ensuring evaluation results and lessons are taken into account for the continued implementation of projects/programmes.
6. Support the drafting and preparation of training materials and knowledge products for evaluation capacity development and provide and/or participate in the provision of training on evaluation, self-evaluation, and results-based management (RBM).
7. Keep abreast of developments in the area of evaluation including through participation in formal training on evaluation techniques and approaches. Provide substantive inputs into the development of ILO evaluation standards and tools, such as handbooks, guidelines, templates, etc., in accordance with international standards and best practice.
8. Assess and propose enhancements to knowledge products and tools (databases, knowledge platforms) and make recommendations for broader dissemination.

9. Perform other relevant duties as assigned.

Required qualifications

Education

Advanced level university degree (Master's or equivalent) in a relevant field.

Experience

At least five 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.

In addition to the [ILO core competencies](#), the following is required:

Knowledge and technical/behavioural competencies

Knowledge of UN system evaluation methods, techniques, RBM principles, and concepts.

Knowledge of international evaluation standards, methodologies and terminology and ability to interpret and work within applicable policies, regulations and procedures.

Knowledge of the programming cycle.

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

Technical evaluation skills with ability to manage and conduct evaluations.

Knowledge of quantitative and qualitative evaluation methods and data analysis software. Ability to collect reliable, valid and accurate information and analyse it objectively.

Ability to communicate evaluation standards and methodologies to a diverse audience.

Drafting skills and ability to write analytical reports.

Ability to maintain independence and impartiality at all stages of the evaluation, ensuring ethical evaluation process.

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

Generic title: Evaluation Officer

Job family: Evaluation Specialists

Grade: P2

Key duties and responsibilities

1. Provide support for the evaluation of programmes and projects and assist with the planning, preparation and data collection processes. Perform initial research for evaluations and other work assignments. Participate in desk reviews, draft communications to concerned parties and prepare documentation
2. Assist with monitoring management's response and follow-up on evaluations. Assist with analysing aggregate data on implementation of recommendations following the evaluation of programmes and activities.
3. Support the drafting and preparation of training materials and knowledge products for evaluation capacity development and assist in the organization, administration and servicing of training sessions and workshops.
4. Keep abreast of developments in the area of evaluation including through participation in formal training on evaluation techniques and approaches. Keep abreast of the United Nations system-wide action plan (UN-SWAP) and UN Evaluation Group guidance on how to better evaluate gender equality and mainstreaming issues.
5. Support the ongoing update and maintenance of knowledge products and tools (databases, knowledge platforms) to facilitate timely and effective information sharing.
6. Perform other relevant duties as assigned.

Required qualifications

Education

First-level university degree (Bachelor's or equivalent) in a relevant field.

Experience

At least 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.

In addition to the [ILO core competencies](#), the following is required:

Knowledge and technical/behavioural competencies

Knowledge of international evaluation standards, methodologies and terminology and ability to interpret and work within applicable policies, regulations and procedures.

Knowledge of quantitative and qualitative evaluation methods and data analysis software. Ability to work with data collection methodologies and sampling techniques.

Knowledge of project administration.

Ability to communicate evaluation standards and methodologies to a diverse audience.

Drafting skills and ability to write analytical reports.

Ability to maintain independence and impartiality at all stages of the evaluation, ensuring ethical evaluation process.

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

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

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Handwritten signature or initials in blue ink.

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).

23.3

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

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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

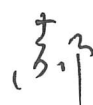
The incumbent works independently, showing a high degree of initiative and judgment. Supervision received is focused on facilitating service delivery, ensuring that agreed results are achieved and that work is integrated with related services. The incumbent provides relevant support, guidance and training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

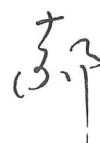
1. Oversee a broad range of administrative and operational support services, ensuring compliance with applicable standards. Evaluate ongoing support requirements, adapt service provision to meet changing needs and priorities and resolve operational support issues.
2. Keep informed of pertinent administrative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

13.3



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

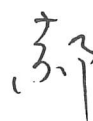
The incumbent receives instructions and guidance and works with some degree of operational independence on routine matters. Supervision received is focused on the quality and timeliness of work assignments.

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.



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.

