



TEMPORARY JOB OPENING

Conference Services Assistant, G-5
Conference Affairs Division
Registration and Accreditation Management Team

Deadline for application	Announcement number	Expected date for entry on duty	Duration of appointment	Duty Station
26 May 2024 23:59 hrs CET	24/TJO17/CA	As soon as possible	10 months	Bonn, Germany

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The United Nations Framework Convention on Climate Change (UNFCCC) is the focus of the political process to address Climate Change. The UNFCCC secretariat supports the Convention, its Kyoto Protocol and the Paris Agreement through a range of activities, including substantive and organizational support to meetings of the Parties and the implementation of commitments. It is a dynamic organization working in a politically challenging environment to help resolve one of the defining environmental issues of our time.

Where you will be working

The position is located in the Conference Affairs division of the UNFCCC secretariat, more specifically in its Registration and Accreditation team, which oversees and coordinates the division's delivery of registration and accreditation services for participants to UNFCCC sessions, meetings and workshops. You will work under the supervision of the Conference Services Officer leading the Registration and Accreditation team.

Your responsibilities

Within delegated authority, the Conference Services Assistant is responsible for the following duties:

1. Coordinating the workflow of registration/accreditation requests:
 - a. Assists the supervisor in the coordination of programme/project planning and preparation work for registration and accreditation of participants to UNFCCC sessions, meetings and workshops.
 - b. Updates the online registration system based on information received from focal points of governments, observer organizations and within the secretariat.
 - c. Checks accuracy of registration data; solicits missing and/or incomplete information from focal points; Liaises with focus points and follows-up as appropriate
 - d. Contributes to and maintains standard operating procedures on registration/accreditation.
 - e. Supervises registration counters, assigned local staff and reassigned staff to ensure effective distribution of work
 - f. Interacts and liaises with participants including high-level participants attending the sessions with focus on sensitivity of information on matters related to registration.
 - g. In consultation with the supervisor, ensures compliance to the appropriate code of conduct and diplomacy at registration counters, provides inputs to establishing best practices.
2. Provides user support, and contributes to the development registration systems/tools:
 - a. Provides user-support, guidance and training to focal points by responding to queries regarding procedures, including troubleshooting as needed



- b. Coordinates with ICT team to resolve issues/problems related to the online registration and related systems; escalate those issues as necessary and recommends potential solutions for addressing these.
 - c. Supports the Team Lead and supervisor as required on tasks related to the Team, especially projects for the development/improvement of software for the registration, report and review of data.
3. Provision of programme support to the Team:
- a. Compiles, summarizes, and presents basic information/data on participation in UNFCCC sessions and related topics.
 - b. Drafts correspondence on participation in UNFCCC sessions-related issues and prepares and updates periodic reports, briefing notes, graphic and statistical summaries, etc.
 - c. Provides general office assistance; responds to information requests and inquiries; reviews and routes incoming correspondence; sets up and maintains files/records in accordance with secretariat guidelines; organizes meetings, workshops; handles routine administrative tasks; monitors deadline dates and follow-up actions; takes notes and prepares minutes at meetings as required.
 - d. Initiates and follows up on Team's procurement needs related to registration and accreditation.
 - e. Provides guidance/training to new/junior staff and temporary personnel and serves as back-up to team members.
4. Performs other duties as required.

Competencies

Applying Professional Expertise: Demonstrates expertise of subject matter and the transferable skills required for the function; Shows the capacity to apply knowledge to deliver results based on acquired background and experience; Seeks opportunities to apply own technical skills across related disciplines, Keeps abreast of new developments and technologies in the field of expertise, Actively seeks to expand the existing level of job knowledge and expertise.

Being Responsive to Clients and Partners. Fosters a good rapport and seeks regular feedback from internal and external clients and partners; Regularly consults with clients understand and respond to changes they encounter; Takes action to resolve conflicts with individuals and groups within and outside the organization to achieve win-win solutions; Works across organizational boundaries and overcomes obstacles to enhance cooperation, Establishes networks and leverages partnerships to achieve results.

Working with Teams: Builds relationships of trust and exchange with colleagues; Works collaboratively with colleagues to achieve results and respects the needs of the team; Recognizes opportunities to enhance team effectiveness and results by tapping into diverse backgrounds, skills and experience; Supports and acts in accordance with team decisions, even when such decisions differ from own position; Encourages the participation of all members of the team regardless of their cultural background, nationality, gender or sexual orientation; Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Managing self: Controls emotions and regulates own interpersonal style and approach to relate well to others, even in difficult work environments; Empathizes, understands others' perspectives and handles people and situations with diplomacy and tact.; Resolves conflicts constructively and takes action to prevent them; Stays productive and focused when dealing with crises and emergencies; Is



resilient and flexible and operates effectively when faced with new ideas or evolving situation; Is receptive to feedback and open to adjust own behaviour.

Your qualifications

Educational Background

Required Completed High School/Secondary education or equivalent.

Experience

Required: At least five (5) years of experience providing office support functions. Experience must include extensive contact with a variety of clients and/or customers. Experience gained at international level environment desired. Knowledge of UN protocol policies and procedures an asset.

Language skills

Required: Fluency in English (both oral and written).

Advantage: Knowledge of another UN official language is desirable.

Specific professional knowledge or skills

- Excellent interpersonal and communication skills, flexibility and organizational skills with strong capacity in multitasking, in particular in high-pressure situations.
- Experience and knowledge of databases, self-service analytics tools (PowerBI or similar) and programming languages is desired.
- Experience of MS Office (Word, Excel, PowerPoint etc) suite of tools is required.

What is the selection process?

Evaluation of qualified candidates may include an assessment exercise which will be followed by a competency-based interview. The above listed set of competencies will be applied for this post.

How to apply:

Candidates, whose qualifications and experience match what we are looking for, should use the online application system available at <http://unfccc.int/secretariat/employment/recruitment>

Please note:

1. This position is subject to local recruitment pursuant to staff rule 4.4 of the United Nations Staff Rules. All staff in the General Service and related categories shall be recruited in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may have been in the country. A valid work permit for Germany is required. All travel costs related to the interview and relocation incurred to take up an appointment at the duty station in Bonn are at the expense of the applicant.
2. UNFCCC staff members with a fixed term appointment can apply for this temporary opportunity under the modality of Temporary Assignment. Please note that the Director of the Division in which the selected candidate works has the discretion to determine whether or not the staff member can be released for a temporary assignment, taking into account operational requirements. For this



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reason, the selected candidate will have to present a written agreement to the staff member's release.

3. We will confirm receipt of your application. However, only candidates under serious consideration and contacted for an interview will receive notice of the final outcome of the selection process.
4. Indicative net monthly salary and allowances: EUR 3,743 plus other UN benefits as indicated in the link below:

<https://unfccc.int/secretariat/employment/conditions-of-employment.html>

UNFCCC is committed to diversity and inclusion within its workforce, and encourages candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities to apply.
