



VACANCY ANNOUNCEMENT

Team Assistant, G-4
AS/HR/ICT Division
Procurement, Travel and General Services Unit

Deadline for application	Announcement number	Expected date for entry on duty	Duration of appointment	Duty Station
13 August 2021 23:59 hrs CET	VA 21/052/AS/HR/ICT	As soon as possible	2 years with possibility of extension	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 post is located in the General Services team of **the Procurement, Travel and General Services unit (PTGSU)** of the Administrative Services, Human Resources, and Information and Communication Technology (AS/HR/ICT) division. The General Services team is accountable for a working environment that is productive, healthy, safe, and environmentally and socially sustainable. It ensures the provision of adequate office space, building infrastructure and facilities, non-ICT property and supplies, mail circulation, local transportation and related common UN Bonn issues.

What you will be doing

You will work under the supervision of the Programme Management Assistant, G-6, with key responsibilities including incoming mail processing, communications procedures and work processes, as well as courier services to be carried out in line with UN Common Services Section (CSS security scan of incoming correspondence and packages).

Your responsibilities

- 1. Ensuring the efficient flow of the secretariat's incoming mail, including via postal service, pouch, courier and e-mail:**
 - a. Liaise with CSS on the receipt and hand-over of incoming hard copy mail; date stamp all hard copy official correspondence, scanning in defined cases for subject/responsible division and routing to the division level mail focal points for onward distribution, action/information, except for specifically marked items ("personal", "confidential"), which will be routed directly to the addressee;
 - b. Archive incoming e-mail to the secretariat's general e-mail accounts and forward it electronically to the divisions' mail focal points on a continuous basis for onward distribution, action/information within the divisions;
 - c. Liaise with and route executive correspondence to the Executive Correspondence team in the Executive division;



- d. Coordinate any misdirected mail with divisions' mail focal points and redirects as appropriate;
 - e. As required, research e-archives and historical archives for divisions;
 - f. Prepare statistics and report on the volume and categories of incoming mail.
- 2. Enhancing the delivery/distribution of official communications throughout the secretariat:**
- a. Propose, draft and update procedures and work processes relating to the handling of all incoming and outgoing official communications (hard copy, electronic) for approval by the Team Lead; research and maintain lists of divisions as well as topical focal points; provide guidance to all division mail focal points, CSs and mail/courier service providers, and staff;
 - b. Establish clear routing/delivery instructions on all mail prior to handing over to the driver/messengers for pigeon hole or hand delivery within the secretariat;
 - c. Identify any delay in mail routing/delivery service provision; report and propose options for resolution to the Team Lead;
 - d. Coordinate with other team members arrangements for adequate provision of mail services during peak times and absences, including for seamless distribution of incoming communications during sessions of the COP and subsidiary bodies.
- 3. Ensuring, as courier focal point, outgoing courier services for express delivery of time sensitive documents and packages:**
- a. Monitor outgoing courier pick up requests for express delivery sent with the secretariat's worldwide courier service provider;
 - b. Maintain log of outgoing shipments and arrange courier pick up for shipments;
 - c. Reconcile monthly courier bills against daily courier shipment log;
 - d. Provide guidance to secretariat staff in the preparation of documents for courier services.
- 4. Providing miscellaneous support in ensuring the provision of General Services activities:**
- a. Maintain the General Services page on the intranet, updating with information and contact points as necessary; post items of general interest on the internal e-notice board;
 - b. Issue customs clearance forms and respond to related queries from staff members or freight forwarders.
- 5. You will perform any job-related activity** required to meet the overall goals and objectives of the General Services team, the unit, division, as well as those of secretariat-wide mandates.

Competencies

Communicating with impact: Speaks clearly and directly and is able to express views in an understandable, credible and persuasive manner; Writes in a well-structured and logical manner, in keeping with established UN standards; Openly shares information and keeps people informed; Uses appropriate communication tools to disseminate information; Listens carefully to understand other's views and responds appropriately; Seeks feedback and adjusts language, tone, style and format to match the audience.

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.

Delivering results: Conducts a critical analysis of situations to develop sound goals and work plans; Consults with others to develop integrated, consistent and harmonized plans; Allocates and uses time efficiently, and monitors own performance against timelines and milestones; Foresees risks, plans for contingencies, and adapts to take account of changing circumstances; Perseveres to deliver projects and pursues results despite obstacles and setbacks; Manages competing demands and focuses on priorities to deliver results.

Your qualifications

Educational Background

Required Completed High School/Secondary education or equivalent. Completed vocational training in the field of communication is highly desirable.

Experience

Required: At least four (4) years relevant working experience, including office support. Work experience in an international organization is highly desirable.

Language skills

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

Advantage: Knowledge of another UN official language is desirable.

Specific professional knowledge or skills

Other: Ability to communicate effectively with a broad range of internal and external contacts. Fully proficient computer skills, including use of Microsoft Office Products, Internet, and other relevant software applications.

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 particular 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>



Page 4

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. Non-local candidates will be considered only when no suitable candidate from the duty station is identified. 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. 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.
3. Indicative net annual salary: Euro 33,189 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.
