



## 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
6 August 2025 23:59 hrs CET	25/TJO7/CA	As soon as possible	6 months 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 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. Managing the workflow of registration/accreditation requests, responsible for the registration back office, helpdesk and counter during sessions, meetings and workshops:
  - a. Assists in the coordination of programme/project planning and preparation work for registration and accreditation of participants to UNFCCC sessions, meetings and workshops.
  - b. Assists in the implementation and development of registration and accreditation strategies and methodologies.
  - c. Maintains and updates the online registration system based on information received from focal points of governments, observer organizations and within the secretariat.
  - d. Checks accuracy of registration data; solicits missing and/or incomplete information directly from focal points.
  - e. Monitors content and relevant inputs for confirmation within set deadlines, following up on delays, identifying issues and possible overruns and brings these to the attention of the supervisor.
  - f. Liaises with external and internal clients and advises on registration procedures; escalates any issues as required.
  - g. Contributes to and maintains standard operating procedures on registration/accreditation.



- h. Is responsible for registration counters including being responsible for the supervision of local staff and reassigned staff; provides guidance and best practices on how to handle and support the work.
  - i. Coordinates effective distribution of work between temporary staff of the registration team during sessions, meetings and workshops to facilitate optimum output of work within a short timeframe.
  - j. Employs tact and diplomacy when receiving high-level delegates and those with special needs.
  - k. Facilitates in-session activities requested by the Host Country and management.
  - l. Liaises and follows up on all data corrections from delegation focal persons to prepare the list of participants.
  - m. In consultation with supervisor, ensures compliance to the appropriate code of conduct and diplomacy at registration counters, provides inputs to establishing best practices.
- 2. Provides user support, guidance and training, and contributes to the development and maintenance of data and registration systems/tools:
  - a. Provides user-support, guidance and training to focal points in the application of the online registration system by responding to queries regarding procedures, including trouble-shooting and fixing system-related errors in specific data input.
  - b. Manages the communication log (data email account) including reviewing external and internal inquiries.
  - c. Makes recommendations to focal points on appropriate follow-up procedures.
  - d. Coordinates with ICT team to resolve issues/problems related to the online registration system and transfer of data to the official secretariat website.
  - e. Responsible for recording all issues that arise during the year, escalating those issues as necessary and recommending potential solutions.
  - f. Supports Conference Services Officers as required on projects entrusted to the Team, especially projects for the development/improvement of software for the registration, report and review of data.
  - g. Identifies system improvements to the online registration system and liaises with ICT department for implementation.
- 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. 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.

**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**

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**Required:** Completed High School/Secondary education or equivalent.

### **Experience**

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**Required:** At least five (5) years of experience providing office support functions. The minimum number of years of relevant experience is reduced to three (3) years for candidates with a first-level University degree (Bachelor for equivalent). 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**

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**Required:** Fluency in oral and written English is required. Knowledge of another official United Nations language is desirable.

### **Specific professional knowledge and job-related skills**

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- 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. It is open to citizens of the European Union (EU) member states or holders of residence and a valid permit to reside and work in Germany, without restrictions, is required. 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. 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 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.

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