



UNITED NATIONS DEVELOPMENT PROGRAMME JOB DESCRIPTION

Job code title: Travel/Protocol Assistant
Approved Grade: ICS.5
Contract type: Fixed-term
Duty Station: Monrovia, Liberia
Duration: 12 months; renewable yearly
Date of Issue: 18 November 2008
Deadline: 3 December 2008
Start date: Immediately

Organizational Context:

Under the supervision of the ARR/Operations and the Administrative Assistant, the Protocol Assistant provides related services in the Country Office ensuring high quality and accuracy of work in order to obtain the optimum travel services. He/she analyzes and interprets rules and guidelines regarding travel and entitlements and provides solutions to a wide spectrum of complex issues related to travel. The Protocol Assistant closely monitors travel expenditures and internal cost and ensures their timely and accurate billing, settlement and cost recovery. The Protocol Assistant promotes a collaborative, client-focused, quality and results-oriented approach in the delivery of travel services.

The Protocol Assistant works in close collaboration with the, Programme, Operations and Project Teams in the country office and with UNDP HQ staff to exchange information and ensure consistent service delivery.

This vacancy is open to Liberian applicants of either sex. Preference will be given to equally qualified female candidates.

Functions / Key Results Expected

Summary of Key Functions:

- Implementation of operational strategies
 - Support to travel management processes
 - Implementation of sourcing strategies
 - Support to knowledge building and knowledge sharing
1. Ensures **implementation of operational strategies** focusing on achievement of the following results:
 - Full compliance of UN/UNDP rules and regulations, policies and strategies on travel management.
 - Ensure implementation of cost saving measures through negotiation with travel service provider, arrangement of the most economic route and appropriate itinerary.
 2. Supports **travel management processes for CO, DEX projects, fellowships and at the request of other Agencies** focusing on achievement of the following results:
 - Processing of Purchase Orders for travel in Atlas. Ensures availability of budget according to COA. Calculation of DSA
 - Processing of cost-recovery bills in Atlas for the travel services provided by UNDP to other Agencies.
 - Follow-up with contracted travel agent to ensure provision of high quality professional service and most competitive price.

- ❑ Provision of information to the staff on travel including entitlements, travel route and hotel arrangement.
 - ❑ Arrangements for security clearance when required.
 - ❑ Processing travel authorization and travel claims in line with travel entitlements for staff, consultants, UN and visitors, ensuring that the travel arrangement follow the UN rules of most direct route and most competitive prices.
 - ❑ Hotel reservations for visiting UN/UNDP officials.
 - ❑ Processing requests for visas for all UN travelers, as well as requests for Resident Permit and Diplomatic Identification Card for international staff.
 - ❑ Arrangement for airport pick-up of high-level officials and support to expediting of customs and immigration procedures, as necessary.
 - ❑ Processing of application and renewal of residence permits for UN staff.
 - ❑ Preparation of routine correspondence, faxes, memoranda and reports in accordance with CO SOP.
 - ❑ Reconciliation of settlements to be paid by the Finance Unit.
3. Contributes to **implementation of sourcing strategy** focusing on achievement of the following result:
- ❑ Collection and analysis of market situation on travel service area. Conduct of surveys/biddings of travel services.
 - ❑ Assist with the preparation of LTAs for travel and hotel services on behalf of UN Agencies
4. Supports **knowledge building and knowledge sharing** in the CO focusing on achievement of the following results:
- Participation in the training for the programme, operations and projects staff on procurement and travel.
 - Sound contributions to knowledge networks and communities of practice

IV. Competencies and Critical Success Factors

Corporate Competencies:

- ❑ Demonstrates commitment to UNDP's mission, vision and values
- ❑ Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability

Functional Competencies

Knowledge Management and Learning

- ❑ Shares knowledge and experience
- ❑ Actively works towards continuing personal learning and development in one or more practice areas, acts on learning plan and applies newly acquired skills

Development and Operational Effectiveness

- ❑ Ability to perform a variety of standard specialized and non-specialized tasks related to visa application, ticketing and sourcing, hotel reservation, transportation and customs clearance.
- ❑ Ability to review a variety of data, identify and adjust discrepancies, identify and resolve operational problems
- ❑ Ability to perform work of confidential nature and handle a large volume of work
- ❑ Good knowledge of administrative rules and regulations
- ❑ Strong IT skills
- ❑ Ability to provide input to business processes re-engineering, implementation of new system

Leadership and Self-Management

- ❑ Focuses on result for the client and responds positively to feedback
- ❑ Consistently approaches work with energy and a positive, constructive attitude
- ❑ Remains calm, in control and good humored even under pressure
- ❑ **UNDP Procurement Certification programme**

V. Recruitment Qualifications

Education: Secondary education. Specialized training in procurement and travel desirable.

Experience: 3 - 5 years of relevant administrative experience in the areas of administration, procurement or travel service. Experience in the usage of computers and office software packages (MS Word, Excel, etc.) and knowledge of automated procurement systems, experience in handling of web based management systems.

Application process:

Email applications to this vacancy should be sent to trans2008.lr@undp.org referencing **clearly** the number of the vacancy announcement. Please attach photocopies of qualifications (i.e. technical certificates and academic degree) and a one-page cover letter indicating your interest and suitability for the position.

Please forward all written applications to:

Deputy Resident Representative (Operations)
Attention: HR Unit
United Nations Development Programme
Monrovia, Liberia

Please note that applications received after the closing date of **3 December** 2008 will not be considered. Only short-listed candidates will be contacted.