

RE-ADVERTISEMENT

United Nations Military Observer Group in India and Pakistan (UNMOGIP) JOB OPENING- Senior Travel Assistant, GL-7 ISLAMABAD

Issuance Date: 30 April 2023

Deadline Date: 14 May 2023

Type of contract: Fixed Term Appointment

Department: Human Resources Section (UNMOGIP)

Title: Senior Travel Assistant

Grade: GL-7

Duty Station: Islamabad, Pakistan

Org. Setting and Reporting:

The position is located in the Office of Human Resources in the United Nations Military Observer Group in India and Pakistan (UNMOGIP). The Senior Travel Assistant perform the duties under the direct and overall supervision of the Chief Human Resources Officer. Within delegated authority, the Senior Travel Assistant will be responsible for the following duties:

Main Duties and Responsibilities:

Onboarding, Travel arrangements:

- Onboarding (Travel and Shipping arrangements) for all Staff members and Military observers joining the mission from respective troop contributing countries. Repatriation travel and shipping arrangements for Staff members and Military Observers upon completion of assignments with UNMOGIP.
- Travel arrangements for Staff members following approval of Travel request in ERP/SAP system for Training, Conferences, Meetings, Workshops, Seminars, and other official HR travel as well as within mission area travel arrangements.
- Functions as an Umoja Travel Processing Officer (TPO), reviews and processes travel requests and expense reports. Calculates and approves lump sums for entitlements, and self-ticket maximum amounts.
- Calculates and initiates entitlements for all travels and submits to the Unit Supervisor for approval, e.g., airfare, excess baggage entitlements, terminal expenses, airfreight entitlements, daily subsistence allowance for staff and dependents on traveling on missions, etc.
- Provides information about frequency of air services and provides advice to staff and Military Observers on the most direct and economical airfare rates for such travel as permitted by the rules and regulations.
- Contacts airlines to make reservations, negotiates least expensive fares e.g., discusses with management of travel agency and with senior airline sales management for space on flights, reduced airfares, group discounts and reduced excess baggage charges, initiates issuance of tickets; discusses discrepancies and problems.
- Calculates the residual values of partially used tickets when there is a rerouting.
- Computes and determines the revised amounts where there is deviation from original travel plans.

- Arranges for changes or cancellations requested by travelers and has tickets reissued, including obtaining reimbursement, where applicable.
- Converts departure and arrival times, as needed, and identifies class of accommodation corresponding to the nature of the travel.
- Reviews travel claims and supporting documentation for completeness, accuracy, and validity, prior to forwarding to the Accounts Division; ensures that entitlements are in conformity with Staff Rules. Refers discrepancies back to Administrative and /or Certifying Officers for clarification and possible correction.
- Advises Executive Office, HR partners and TSAs of more efficient and cost-effective routings with regard to more complicated itineraries and assists them in making travel plans in order to take advantage of the benefits to be derived from advance purchases or special promotional fares.
- Maintains records of all travel authorizations processed and records savings accrued to the organization as a result of the cost savings techniques employed.
- Calculates daily subsistence allowance for travel for senior UN staff or mission assignees and appointments, and other UN Staff, considering whether meals will be provided, which stopovers are designated official business or personal; depending upon actual category of the traveler, prepares travel authorization, calculates all other costs, including excess baggage, terminal expenses, subsistence allowance and travel advance.
- Advises substantive offices, travelers, plus mission personnel and movement control staff of arrival information, requesting arrangements to be made accordingly for traveler.
- Checks travel authorizations and cables and correct where necessary,
- Classifies and records travel authorizations numbers.
- Ensures that all travel arrangements made as properly in accordance with the UN regulations, rules and procedures. Oversees and reviews the work of junior Travel Assistants for accuracy and correct application of the relevant rules and regulations.
- Assures accuracy of entitlements and figures and that cost of transportation is the most economical to the organization and that budget allotment and object expenditure codes are valid.

Vendor Management:

- Oversees the daily operations of the travel functions and provides policy and process clarification as needed. Monitors contract compliance and client complaints and takes the necessary corrective actions to ensure efficient and effective services are rendered to travelers.
- Lead and coordinates audits by external companies, manages the KPI scoresheets and monitor performance of the vendors. Coordinate and follow-up on action items in the quarterly reviews, review invoices, refunds, periodic reports, tools. Support the formulation of technical guidance documents and operational guidelines as requested.

Visa arrangements:

- Coordinate and liaison with new incoming Staff member, Military Observers, and any other official delegate to provide assistance in obtaining Pakistani visa before their arrival to Islamabad, Pakistan.
- Briefing and guidance to new Staff and Military observers upon their arrival in the mission with regard to Pakistan and Indian visa application process. Assist them in completing visa application forms and submit cases to Ministry of Foreign Affair as well as to the Indian High Commission.

- Coordinates with the various Embassies/Consulates regarding the provision of visas, as and when required.

Budget preparation:

- Prepare yearly travel budget in coordination with CHRO and Budget Officer for all travel taking place Inside and Outside mission area including travel on trainings.
- Prepare budget estimation includes DSA rates, Air-ticket cost, terminal expenses, and number overnight stay outside mission area.
- Provides information on rates and travel schedules for specific itineraries, as requested for budgeting purposes for programme managers.

Airport duties:

- Carries out Airport/Protocol duties in connection with arrival/departure of staff and/or delegates.
- Arranging initial accommodation for Staff/Military observers and/or for UN delegates visiting UNMOGIP.

Other duties:

- Produces BI reports for different types of travel requests processed for the analysis of Chief Human Resources Officer.
- Verifies invoices and supporting documentation received from travel agencies before submitting them to Finance Section for payment.
- Prepares Notes Verbal to various Ministries and Embassies as required.
- Drafts routine letters, faxes and other correspondence as assigned by the supervisor.
- Performs other duties as required.

Work implies frequent interaction with the following:

Human resources and administrative officers and staff in the mission.

Staff at large.

Staff within work unit

External stake holders.

Results Expected:

Provides reliable research and administrative support related to travel and shipping. Demonstrates understanding of the context of issues in assigned area and increases independence in processing of work and follow-up actions. Demonstrates initiative in the identification and resolution of issues/problems. Under general guidance, organizes and puts together accurate reports, records and/or data. Consistently applies appropriate policies, rules, guidelines, procedures, and practices.

Competencies:

- **Professionalism:** Knowledge of travel related processing requirements; plans, manages and resolves conflicting priorities. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.

- **Communication:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.
- **Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.
- **Planning& Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
- **Accountability:** Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.
- **Creativity:** Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; promotes and persuades others to consider new ideas; takes calculated risks on new and unusual ideas; thinks "outside the box"; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.
- **Client Orientation:** Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.
- **Commitment to Continuous Learning:** Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.
- **Technological Awareness:** Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

Qualifications:

Education:

High school diploma or equivalent.

Experience/Skills:

At least 10 years of progressively responsible experience in travel and shipping management, routing, and travel reimbursement, or related area is required.

Course work/training in travel management are highly desirable. Experience in the use of Enterprise Resource Planning (ERP) systems, such as Umoja, SAP or equivalent is desirable.

Experience working for an international or multinational organization with a complex travel policy is desirable.

Language:

English and French are the working languages of the United Nations Secretariat. For the post advertised, fluency in oral and written English is required. Knowledge of another official United Nations language is an advantage.

Assessment:

Evaluation of qualified candidates may include an assessment exercise which may be followed by a competency-based interview.

Closing date: 14 May 2023

Applicants must apply by completing UN Personal History Profile (PHP) and forward the completed UN PHP application together with cover letter to unmogip2@un.org. Only applications received on the PHP format by the closing date will be accepted.

Please complete the UN Personal History Profile (PHP) on INSPIRA at <https://inspira.un.org/>.

Instructions on completing the PHP are available in below link.

https://unmogip.unmissions.org/sites/default/files/instructions_on_how_to_create_php_in_inspira.pdf

Qualified female candidates are strongly encouraged to apply.

United Nations Considerations:

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term “sexual exploitation” means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term “sexual abuse” means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term “sexual harassment” means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator’s working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.

The screening and evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications, including but not limited to, their education, work experience, and language skills. Applicants will be disqualified from consideration if they do not demonstrate in their application that they meet the evaluation criteria of the job opening and the applicable internal legislations of the United Nations. Applicants are solely responsible for providing complete and accurate information at the time of application: no amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to a reference-checking process to verify the information provided in the application.

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.