



International
Trade
Centre

GENERIC JOB PROFILE

Operations and Administrative Assistant – LICA 5

Organizational Setting and Reporting Relationships:

The International Trade Centre (ITC) is a joint agency of the United Nations and the World Trade Organization, focusing in particular on developing the export capabilities of small and medium-sized businesses in developing and transition economies. ITC is 100% "Aid for Trade", supporting trade that delivers inclusive and sustainable development results. ITC's mandate covers all developing countries and transition economies with special emphasis on the Least Developed Countries (LDCs), Landlocked Developing Countries (LLDCs), Small Island Developing States (SIDs) Fragile States and Sub-Saharan Africa. ITC Headquarters is located in Geneva, Switzerland. ITC projects and programmes contribute to the global efforts to achieve UN Global Goals for Sustainable Development and the Aid for Trade agenda. ITC works at three levels:

- Strengthening the integration of the business sector of developing countries and economies in transition into the global economy,
- Improving the performance of trade and investment support institutions for the benefit of small and medium size enterprises (SMEs), and enhancing the abilities of trade support institutions to better support them,
- Improving the international competitiveness of SMEs.

The International Trade Centre (ITC) in collaboration with UNDP (lead), and UNESCO received funding from the UN Peacebuilding Funds to implement the project, "Strengthening the National Infrastructure for Peace to Promote Social Cohesion in The Gambia" (I4P Project). The project aims at strengthening the national peacebuilding architecture of The Gambia, in a context marked by several alarming threats to social cohesion such as growing frustration around the slow implementation of TRRC recommendations, a heightened rise of hate speech, as well as greater instability in selected communities, particularly those along borders.

Under the overarching goal of strengthening the national peacebuilding architecture, the project will contribute to the implementation of specific TRRC recommendations, including i) support to the establishment of the Peace and Reconciliation Commission (PRC) as one of the TRRC successor bodies; ii) strengthening the competencies of a diverse, yet complementary, set of stakeholders to prevent and mitigate hate speech; and iii) piloting the first-ever set of reconciliation and conflict prevention initiatives in socially and economically excluded communities.

The Operations and Administrative Assistant is located at the ITC Office in the Gambia. He / She works on the direct supervision of the ITC Operations Officer, and the overall guidance of

the ITC Programme Officer, the Operations and Administrative Assistant will be responsible for the following duties:

Responsibilities: Within limits of delegated authority and depending on location, the Operations and Administrative Assistant may be responsible for the following duties

- Assists in the coordination of programme/project planning and preparation work for, typically, a medium-size and complex component of the departmental programme/project initiatives; monitors status of programme/project proposals and receipt of relevant documentation for review and approval.
- Compiles, summarizes, and presents basic information/data on specific programmes/project and related topics or issues.
- Reviews project documents, especially cost plans/budgets, for completeness and compliance with relevant rules and procedures prior to submission for final approval and signature; identifies inconsistencies; distributes project documents to relevant parties upon approval.
- Reviews budget revisions; verifies availability of funds; ensures necessary approval and entry in computerized budget system.
- Plans, coordinates and monitors procurement of goods and services, both domestically and internationally.
- Serves as focal point for administrative coordination of project implementation activities, involving extensive liaison with a diverse organizational unit to initiate requests, obtain necessary clearances, process and follow-up on administrative actions, e.g., recruitment and appointment of personnel, travel arrangements, training/study tours, authorization of payments, disbursement of funds, procurement of equipment and services, etc.
- Compiles, summarizes and enters data on project delivery; drafts related status reports, identifying shortfalls in delivery, budget overruns, etc., and brings to the attention of management.
- Drafts correspondence on budget-related issues and prepares and updates periodic reports, briefing notes, graphic and statistical summaries, accounting spreadsheets, etc.
- Provides general office assistance; responds to complex information requests and inquiries; reviews, logs and routes incoming correspondence; sets up and maintains files/records; organizes meetings, workshops; handles routine administrative tasks, such as maintaining attendance records, assessing telephone billing, etc.
- Provides guidance/training to new/junior staff.
- Performs other duties as assigned.

Work implies frequent interaction with the following:

Project staff including coordinators, managers, technical officers and consultants.

Staff in coordinating units across the institution and partner organisations, e.g., Procurement, Administration/Finance/Budget, Translation, Human Resources, etc.

Results Expected: Provides reliable administrative coordination of programme/project planning and preparation activities and general office support services. Processes work and requisite follow-up accomplished under some supervision, seeks advice from and/or reporting to supervisor as needed. Accurately prepares reports. Consistently applies appropriate policies, guidelines and procedures. Effectively and in a timely manner, liaises and interacts with colleagues and concerned parties internally and externally.

Competencies:

- **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.

Qualifications:

Education: High school diploma or equivalent (minimum).

Experience: 5 years of experience in programme or project administration, technical cooperation or related area. Experience working for the United Nations common system is an advantage.

Desired Knowledge and Skills:

- Demonstrated track record in project or business administration.
- Good understanding of enterprise resource planning including processes and tools
- Proven ability to lead and work collaboratively in teams, with colleagues and encourage sharing of knowledge to achieve organizational goals
- Ability to plan own work and use time efficiently, manage conflicting priorities and work under pressure of tight and conflicting deadlines
- Sound understanding of result-based management and coordination
- Knowledge of the UN system and procedures
- Excellent drafting and communication skills

- Computer literacy

Language: Advanced knowledge of English and minimum one local language. Understanding of French and other local languages is an asset e.

Application should be sent to bsallah@intracen.org no later than 13th February 2023.