



## VACANCY NOTICE

<b>Post Title:</b>	Programme Coordinator	<b>Duty Station:</b>	Madrid, Spain
<b>Grade of the Post:</b>	P.3	<b>Date of Entry into Duty:</b>	As soon as possible
<b>Vacancy Reference:</b>	UNWTO/HHRR/VAC/16/GESE/2017	<b>Duration of Appointment:</b>	Two years
<b>Programme:</b>	General Services	<b>Deadline for Applications:</b>	<b>30 June 2017</b>

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### DUTIES AND RESPONSIBILITIES

The General Services Programme is responsible for the management and administration of UNWTO's services for procurement, travel, mail and internal distribution, building and office support, printing and security. The duties should be discharged in line with UNWTO and United Nations policies, in compliance with the Organization's rules and regulations and within available resources.

The post reports to the Director, Administration and Finance, while strategic guidance is provided by the Secretary-General. The General Services Programme covers a large array of services, whose customers are mainly other UNWTO Programmes or its staff. It is expected in its discharge this be taken into account, the incumbent acting as a facilitator to other programs for carrying out their mandates.

Under the supervision of the Director, Administration and Finance, the incumbent performs the following duties:

1. Provides advice and support management in the discharge of the mandate of each service under supervision, ensuring the application of and compliance with UNWTO regulations, rules, policies and procedures applicable in each case;
2. Plans, organizes, implements, manages, reports and evaluates the delivery of General Services within available resources, including supervision of its staff;
3. Takes a leading role in the formulation of UNWTO's policies, standards and procedures in relation to General Services, adapting them to maximize their efficiency and effectiveness while keeping compliance with regulatory requirements;
4. Serves as senior procurement and contracting expert with responsibility for the procurement of a variety of supplies and services for UNWTO, supervises the procurement and contracts work within the Organization following appropriate procurement processes, establishes and manages commercial contracts with suppliers and subcontractors for the provision of goods and services, and advises UNWTO Programme Managers as required during contract formulation and implementation;
5. Coordinates the provision of building services at Headquarters with the Host Country in line with the Headquarters Agreement and manages in coordination with the relevant partners the provision of office services outside HQ;
6. Supervises the issuance of Travel Authorizations and travel tickets for approved missions, in compliance with UNWTO regulations for mission travel, advising travelers as to any change that were required from the initial travel plans if necessary;
7. Handles insurance policies and claims for building and travel-related incidents;
8. Coordinates the provision of security services under the supervision of the designated official;

9. Takes a proactive role in adapting and adjusting UNWTO's General Services processes in view of new technologies and business solutions, evolution of UN standards and recommendations, and emergence of demands for services at the UNWTO, including management of internal printing, internal distribution of documents and mail/ courier services;
10. Establishes and maintains regular contacts with the UN common system and other international and intergovernmental organizations in order to keep abreast of policy developments in the different areas within General Services: Procurement, Travel, Security, etc; representing the UNWTO at meetings as required;
11. Provides in-house training and coaching to staff on business processes established for General Services, establishing and maintaining harmonious working relations with its internal customers as a way to facilitate program deliveries;
12. Performs other duties as required.

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## REQUIREMENTS

<b>Academic</b>	Advanced university degree (Master's degree or equivalent) in business administration, management, economics, public administration or a related field. A first-level university degree in combination with qualifying experience may be accepted <i>in lieu</i> of the advanced university degree.
<b>Experience and Basic Competencies</b>	<ul style="list-style-type: none"> <li>▪ A minimum of five years of progressively responsible experience in General Services or Procurement management, preferably within the United Nations or a related organization;</li> <li>▪ Communication skills;</li> <li>▪ Teamwork;</li> <li>▪ Planning and organizing;</li> <li>▪ Accountability;</li> <li>▪ Creativity;</li> <li>▪ Client orientation;</li> <li>▪ Commitment to continuous learning;</li> <li>▪ Technological awareness;</li> <li>▪ Previous experience in the United Nations or an international organization would be an asset.</li> </ul>
<b>Languages</b>	<ul style="list-style-type: none"> <li>▪ Fluency in English is essential;</li> <li>▪ Good working knowledge of Spanish is desirable;</li> <li>▪ Good working knowledge of one of other official languages of the Organization (Arabic, French or Russian) is an asset.</li> </ul>
<b>Computer Skills</b>	<ul style="list-style-type: none"> <li>▪ Computer literacy in Microsoft Office software and Windows 7;</li> <li>▪ Ability to translate technical requirements into functional specifications for IT developments.</li> </ul>
<b>Other Skills and Competencies</b>	<ul style="list-style-type: none"> <li>▪ Excellent knowledge of Public Procurement processes, usually achieved through several years of work experience on this issue;</li> <li>▪ Inside knowledge of the UN Common System and of its policies and standards for procurement, travel, security and other General Services;</li> <li>▪ Ability to establish and maintain effective working relations in a multi-cultural environment, with sensitivity and respect for diversity;</li> <li>▪ High degree of tact, diplomacy, discretion, integrity and sound judgment;</li> <li>▪ Good communication skills both oral and written, including drafting ability of policies and procedures in a clear and simple manner;</li> <li>▪ High level of motivation, initiative and creative thinking; analytical and problem solving skills; open mindedness and results-oriented;</li> <li>▪ Conscientiousness and efficiency in meeting commitments, observing deadlines, and achieving results;</li> <li>▪ Persistence when faced with difficult problems or challenges;</li> </ul>

- Ability to plan and organize in advance, to work independently in addition to leading and working as part of a team, managing their output; and providing advice and mentoring;
- Ability to work well under pressure.

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**Remuneration** The total annual salary of **USD 74,928** consists of a net annual salary of USD 58,583 (net of taxes and before medical insurance and pension fund deductions) and an annual post adjustment of USD 16,345. The post adjustment (cost of living allowance) is variable and subject to change without notice in accordance with the rates as set within the UN common system for salaries and allowances. The figure quoted for the post adjustment, is based on the May 2017 rate of 27.9%.

**Other conditions** The initial grade and step on appointment will be determined by the Secretary-General on the basis of qualifications and in the light of previous similar appointments and could be at a grade different from that shown above. Appointments are normally at step 1 of the grade. The Secretary-General reserves the right to appoint a candidate at a lower level than the advertised level of the post.

If, following consideration of applications, the Secretary-General proceeds to fill this vacancy, a fixed-term appointment for a period of two years – subject to a four-month probationary period – will be offered. This contract may then be renewed once, up to a maximum total of five years. At the end of this period, the Organization will discuss whether to grant or not an indeterminate appointment. There is, however, no guarantee either that the initial contract will be renewed or that a career appointment within UNWTO will subsequently be offered.

**Application Procedure** Interested applicants are requested to complete the [Online UNWTO Personal History Form](#). Please note that UNWTO will only accept applications received through our web-based system. Applications sent by other means (e.g. post, email, etc.) or received after the deadline indicated above, will not be taken into consideration.

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- Candidates who do not receive any feedback within three months of the deadline should consider their application as unsuccessful;
  - In filling vacancies, due regard will be paid towards maintaining a staff selected on a wide and equitable geographical basis. Candidates of all nationalities are welcome to apply; under similar circumstances, preference will be given to nationals of UNWTO Member States. Women candidates and nationals from non-represented Member States in the UNWTO Secretariat are encouraged to apply;
  - Short-listed candidates may be asked to take a competitive exam as part of the final phase of the selection process. These candidates will be contacted directly for this purpose.