



**UNITED NATIONS SUPPORT OFFICE IN SOMALIA
(UNSOS)**

UNITED NATIONS CORE VALUES: INTEGRITY, PROFESSIONALISM, RESPECT FOR DIVERSITY

DEADLINE FOR APPLICATIONS:	20 JUNE 2018
DATE OF ISSUANCE:	14 JUNE 2018
FUNCTIONAL TITLE:	ADMINISTRATIVE ASSISTANT
SECTION:	BUSINESS INTELLIGENCE UNIT
LOCATION:	NAIROBI, KENYA
TYPE OF CONTRACT:	INDIVIDUAL CONTRACTOR (NATIONAL)
DURATION OF CONTRACT	01-09 MONTHS
VACANCY ANNOUNCEMENT NUMBER:	UNSOS/ASD/015/2018

Special Notice:

Interested applicants who are working with UNSOS/UNSOM Third Party Contractors must fulfil the obligations of their contracts with the UN Contractors in order to be eligible to apply for this vacancy. Applicants should also clearly indicate in their application the name of their employer.

Organizational Settings and Reporting Relationships:

This position is in the Business Intelligence Unit of the United Nations Support Office in Somalia (UNSOS). The Administrative Assistant will be based in Nairobi and reports to Chief, Business Intelligence Unit

Duties and Responsibilities:

The role of the Administrative Support Desk (ASD) Agents is to provide dedicated support to all clients by ensuring equal treatment, professional and expedited resolution of requests. Under the supervision of the Chief, Business Intelligence Unit, the Administrative Support Desk Agent shall ensure overall clients' satisfaction by providing quality and timely deliverables:

- Proposes business process re-engineering of administrative support services in the areas of Human Resources, Finance and RSCE coordination;
- Requests clients to provide information and/or clarifications as required to address requests and issues raised;
- Provides clients with general guidelines on processes and procedures related to administrative services;
- Provides consistent feedback to clients on the status of their reporting mechanisms including any issues pertaining to the resolution of those reports;
- Training needs assessment for internal staff and for Clients. Manage the planning, development, delivery and monitoring of BI specific and related training;
- Gains feedback from customers about services provided and adjust method of work if required;
- Attends all scheduled meetings;
- Notifies the Supervisor if any matter affecting performance arises;
- Defines Data dictionary, metrics & KPIs for each major functional area within BI scope;
- Develops SOP' (aligned with the Supply Chain Business Intelligence framework);
- Works closely with other stakeholders to provide communication and information relating to reporting on the Client Service Compacts;

- Effectively coordinate actions relative to the management and analysis of data related to administrative, logistics and operational functions and services in support of mandated activities;
- Develops measurement and management tools for ongoing processes improvement;
- Standardize routine report requirements;
- Defines and monitor key performance indicators (KPI) for Client Service Compacts (UNSOM, AMISOM), Service Level Agreements and other critical operations.
- Keeps senior management informed on performance shortfalls and makes recommendations based on which management can take decisions.
- Keeps abreast of related AIs, UN rules and regulations, amendments and best practices;

Expected results:

Specific deliverable will be provided to the Individual contractors upon arrival.

Competencies:

Professionalism: 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; Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

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.

Technological Awareness: Keeps abreast of available technology; Understands applicability and limitations of technology to the work of the office; Actively seeks to apply technology to appropriate tasks; Shows willingness to learn new technology.

Education:

High school or equivalent diploma is required. Proficiency in MS Office applications such as word, Excel and PowerPoint is required.

Work Experience:

A minimum of five years of progressively responsible experience in business analysis, data analysis, database management, administration, finance, accounting, human resources management or related field. Experience in the use of web based information management systems such as Field Service Suite (FSS) and Enterprise Resources Planning (ERP) systems such as SAP is Desirable. Experience and knowledge of UN rules and regulations, practices and operations is desirable.

Languages: English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in oral and written English is required.

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

How to Apply:

- Qualified candidates may submit their applications including their United Nations Personal History form (P.11) to the address mentioned below on or before the deadline. The P.11 is on the <https://unsos.unmissions.org/jobs>. Applications submitted after the deadline **20 June 2018** will not be accepted. CVs will not be accepted.

Email: recruitment-unsoa@un.org

Please quote, Vacancy Announcement Number and Functional Title in the subject of the e-mail

A copy of P11 to be attached.

The United Nations shall place 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 DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING).