

Position: 399363
Position Title: Programme Assistant
Status: Vacant
Grade: G5
Unit/Team: Country Office
Major Office: EMRO
Duty Station: Rabat, Morocco
Organization: EMR
Nature of Position: Post of limited duration
Duration: 1 year
Effective Date: 01 September 2020
FTE: 100%
CCOG Code: 2101
First Level Supervisor: NPO FT NOD PN 360103
Second Level Supervisor: HWCO FT D1 PN 173382

Background and Justification

****Purpose of the Position***

To provide a variety of administrative work for the assigned projects: coordinating, monitoring and administering the efficient daily running of project/programme activities.

Job Description

****Objectives of the Programme and of the immediate Strategic Objective***

To ensure that effective WHO country presence is established to implement WHO country cooperation strategies that are aligned with Member State's health and development agendas, and harmonized with the United Nations country teams.

****Organizational context***

(Describe the individual role of incumbent within the team, focusing on work environment within and outside the organization)

Under the supervision of the NPO, Health Systems and Public Health and general guidance of the WHO Representative, work is performed in a typical office environment. Work is assigned by supervisor who gives instructions on non-routine matters. Routine tasks are performed independently. Work is reviewed upon completion for overall accuracy, timeliness and attainment of objectives.

Established guidelines are available and work environment is reasonably well structured. However, there may be unusual situations in which the incumbent may be required to interpret existing procedures to develop a particular course of action.

****Summary of Assigned Duties***

The incumbent will perform the following duties:

1. Provide full administrative support to the assigned programme. Draft, review and revise correspondence, reports and documents for proper format and content in consultation with the supervisor. Independently compose correspondence of administrative nature, take notes at meetings, provides informal interpretation/translation when required;
2. Prepare and process travel requests for team members using GSM, arrange for visa issuance, security clearance, flight and hotel bookings, follows up travel related issues of national and international missions;
3. Scan, record, refer and follow up correspondence and documents, evaluate the urgency or critical nature bringing them to the attention of the responsible staff. Inform and remind responsible staff of follow-up dates, response or specific actions, supplying supporting material as appropriate;
4. Using GSM, monitor aspects of the implementation of country activities, funds for project/programme budget levels and financial expenditures, according to the approved country workplan. Initiate and process different transactions in GSM, including procurement of goods and services. Follows up with concerned parties the receipt of deliverables and finalization of payments;
5. Compile background material for planning, monitoring and evaluation, communication (including mini-review) exercises. Maintain and update the filing of technical documents and correspondence (soft/hard copies and databases if applicable). Create background reference material as appropriate for planning, M&E and communication around the assigned projects; access and retrieve relevant material;
6. Finalize all administrative and logistics preparations required for the organization of meetings held in the country (working groups, seminars/courses, workshops) and pay per diem to participants as appropriate (if needed).
7. Respond to and act on telephone enquiries in a timely manner. Assess the critical nature of technical issues and direct them to appropriate staff for reply, coordinate appointments for supervisors, establish and maintain a proper computerized information system on MOH and UN counterparts, WHO Collaborating Centers, etc.
8. Brief colleagues on general office administrative process. Assist/replace administrative staff in the team and perform other related duties as required. Participate in field visits, if required.

With whom (indicate title only) and for what purpose does the job require contacts?

	Title of person contacted	Subject and purpose of contact
Within unit/division	All staff in the unit	To provide assistance related to the implementation of the assigned project(s)
Within Organisation at duty station	Administrative staff in the WRO	To provide assistance related to the implementation of the assigned project(s)
Within Organisation outside duty station	EMRO, GSC	To obtain advice and /or follow up on issues related to the assigned project(s)
Outside the Organisation	Donors, MoH , UN agencies	Follow up and monitor the flow of the project with donors, coordinate training with MoH

Recruitment Profile

Competencies: Generic

Describe the core, management or leadership competencies required

- Teamwork*
- Respecting and promoting individual and cultural differences*
- Communication*
- Moving forward in a changing environment
- Producing results

Functional Knowledge and Skills

1. Good filing and organizational skills.
2. Ability to maintain good working relationships with staff, experts and visitors.
3. Demonstrated ability to translate routine correspondence into English.
4. Very good time management and stress management skills.
5. Knowledge of WHO rules, manuals, practices, procedures and WHO Style Guide applicable to the administrative level an asset.

**Describe the essential knowledge and the skills specific to the position*

Education Qualifications***Essential***

Completion of secondary education supplemented by secretarial or business administration training

Desirable

University degree in business administration, social sciences, communication or related field is an asset.

Experience****Essential***

At least five years' progressive administrative experience.

Desirable

Relevant experience in the UN system.

Use of Language Skills

Languages

Very good knowledge of English, French and Arabic.

Other Skills (e.g. IT)

Very good knowledge of Microsoft applications

Knowledge of ERP/Oracle applications is an asset

Remuneration: Comprises an annual base salary starting at MAD 190,422 (subject to mandatory deductions for pension contributions and health insurance, as applicable) and 30 days of annual leave