

Posting Title:	Team Assistant, G4
Department/Office:	Department of Global Communications
Location:	LUSAKA
Posting Period:	9 January – 16 January 2019
Job Opening Number:	UNIC-2018-025
Contract:	Fixed-Term
Duration:	One year, with the possibility of an extension

---

**United Nations Core Values: Integrity, Professionalism, Respect for Diversity**

---

### **Special Notices**

This post is open to nationals of Zambia or candidates with a valid travel and employment authorisation documents issued by the relevant authorities in Zambia. The United Nations shall NOT be responsible for providing assistance to applicants in procuring these required travel and/or employment authorisation documents.

This position is subject to local recruitment pursuant to staff rule 4.4 of the United Nations Staff Rules. All staff in the General Service and related categories shall be recruited in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may be in the country. A staff member subject to local recruitment shall not be eligible for the allowances or benefits exclusively applicable to international recruitment. Should there be a need for examination, the candidate will be responsible for any travel expenses incurred. Staff members are subject to the authority of the Secretary-General and to assignment by him or her. External candidates will be graded in accordance with the current recruitment guidelines. This means that external candidates may be recruited at a lower level than that of the advertised level of the post.

### **Organizational Setting and Reporting**

This position is located in the United Nations Information Centre in Lusaka (UNIC Lusaka), within the Information Centres Service (ICS), Strategic Communications Division, Department of Global Communications.

The UNIC Lusaka is the principal source of information about the United Nations system in Zambia. The information centre is responsible for promoting public understanding and support for the aims and activities of the United Nations by disseminating UN information materials to a local audience in English; engaging local and regional partners; and, overall, bringing the United Nations closer to the people it serves.

The incumbent is under the overall supervision of a Public Information/Desk Officer at UN Headquarters and the direct supervision of a National Information Officer in Zambia. At the local level, he or she is also accountable to the United Nations Resident Coordinator, who serves as the Director of UNIC Lusaka.

## **Responsibilities**

Within delegated authority and depending on location, the Team Assistant at this level may be responsible for the following duties:

- Perform, under minimal supervision, a wide range of office and administrative support functions; provide direct assistance to National Information Officer and other UNIC staff members.
- Provide assistance in the coordination of outreach activities, special projects and events; assist in posting materials on UNIC website.
- Provide secretarial, administrative and logistics support for meetings, committees, conferences, etc; ensure timely distribution of conference documents.
- Assist in the preparation of presentations and press materials using appropriate technology/software.
- Maintain files (both paper and electronic) and databases for UNIC.
- Update and maintain large distribution lists; monitor, prepare and distribute various materials and reports where possible using electronic formats; handle arrangement for printing and translation as necessary; coordinate shipment arrangements, courier services, etc.
- Respond to a wide range of correspondence and other communications seeking information material; use standard word processing package to produce a wide variety of large, complex documents and reports.
- Screen phone calls and visitors; respond to moderately complex information requests and inquiries (e.g. answer requests requiring file search, etc.), and as necessary, refer inquiries to appropriate personnel for handling; performs other duties as assigned.

## **Competencies**

**PROFESSIONALISM:** Knowledge of general office and administrative support including administrative policies, processes and procedures. 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.

**TEAM WORK:** 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.

**PLANNING AND 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.

### **Education**

A high school diploma or equivalent is required.

### **Work Experience**

A minimum of three years of experience in general office support or related area is required. Experience drafting correspondence, meetings notes and reports in English is required. Experience utilising office productivity software such as Microsoft Office Suite or similar is required. Experience working in public information, communications, public relations or similar is desirable. Experience responding to client inquiries is desirable.

### **Languages**

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

### **Assessment Method**

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

### **United Nations Considerations**

Applications are screened according to the published evaluation criteria of the job opening on the basis of the information provided by applicants. Applications cannot be amended following submission and incomplete applications shall not be considered. The selected candidate will be subject to a reference checking process to verify the information provided in the application.

Applicants are urged to follow carefully all instructions available as explained in the documents linked from the “How to Apply” section below.

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 (Charter of the United Nations - Chapter 3, article 8). The United Nations Secretariat is a non-smoking environment. Candidates will be required to meet the requirements of Article 101, paragraph 3, of the Charter as well as the requirements of the position. The United Nations is committed to the highest standards of efficiency, competence and integrity for all its human resources, including but not limited to respect for international human rights and humanitarian law. Candidates may be subject to screening against these standards, including but not limited to whether they have committed, or are alleged to have committed criminal offences and/or violations of international human rights law and international humanitarian law.

### **No Fee**

**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.**

### **How to Apply**

Visit <http://sites.unicnetwork.org/careers/how-to-apply/> for detailed application instructions.