



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

VACANCY NOTICE

Senior Travel Administration Assistant,

GS5 Fixed Term Appointment (internally/externally advertised)

Centre Management Section, UNHCR Copenhagen

Title: Senior Travel Administration Assistant (Position Number: 10026583)

Vacancy No: CPH/VN/2022/057

Duty Station: Copenhagen, Denmark

Contract Type: General Service, GS5

Duration of Contract: initially for 1 year

Application Closing date: 29 January 2023, Midnight CET

Operational Context

UNHCR, the UN Refugee Agency, is offering a Senior Travel Administration Assistant role within the Centre Management Section in Copenhagen Headquarters in Denmark.

UNHCR, the UN Refugee Agency, protects people forced to flee their homes because of conflict and persecution. We work in over 130 countries, protecting millions of people by responding with life-saving support, safeguarding fundamental human rights and helping them build a better future.

This position is located in the Travel Unit, Centre Management Section (CMS) of the UNHCR Global Service Centre in Copenhagen, Denmark. The incumbent reports to the Admin Officer.

The incumbent will be expected to support the establishment and revision of joint frame agreements and negotiations with airlines, reporting on performance of service providers, take active part in UNHCR internal travel coordination group led by TVU HQs for revision of the current and design of the future travel function in UNHCR, as well as to participate in the UN City inter-agency activities related to travel management, protect and promote UNHCR interests etc. Apart from administering travel of CGSC personnel, the incumbent will be dealing with different UNHCR entities as well as external counterparts, counterparts in other UN agencies, UNHCR field offices,

and travel service providers, will be responsible for significant portion of financial accountability and ensuring compliance with the UNHCR travel policies..

Good command of the English language is essential. The incumbent will be expected to speak and write clearly and effectively, correctly interpret messages from others and responds appropriately, asks questions to clarify, and exhibits interest in having two-way communication. He/she should be able to tailor language, tone, style, and format to match the audience, as well as demonstrate openness in sharing information and keeping people informed. The incumbent is expected to be highly client-oriented through establishing and maintaining productive partnerships with clients/travelers by gaining their trust and respect, identifying traveler's needs and matching them to appropriate solutions, and monitoring ongoing developments inside and outside the traveler's environment to keep them informed and anticipate problems.

Organizational Setting and Work Relationships

The incumbent serves staff members going on mission/official travel and therefore deals with different UNHCR entities as well as external counterparts; the extensive customer exposure encompasses counterparts in other UN agencies, UNHCR field offices, and travel management companies.

The Senior Travel Administration Assistant has a strong sense of service-orientation towards travellers and developing teamwork relations beyond boundaries of the functional unit.

This job entails as well a significant portion of financial accountability by ensuring compliance with the UNHCR travel policies and triggering confirmation of reservations to the travel agent(s) and payment of travel entitlements to traveller(s).

The Senior Travel Administration Assistant communicates regularly with travellers, requiring a positive, knowledgeable solution oriented and service minded approach. To ensure smooth administrative support to travellers, it is of utmost importance that the incumbent is able to work under pressure in an accurate manner and limited supervision.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core,

functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

Duties and Responsibilities

- Arrange and confirm travel bookings for applicable staff members, Affiliate Workforce and external meeting participants in line with the rules and regulations in place,
- Creates and processes Travel Authorization (TA), Travel Advances and Travel Claims in accordance with the relevant administrative rules and regulations; respond to any queries and/or comments from the certifying or approving officer
- Advise and assist staff on their travel entitlements, needed documentation and matters pertaining to travel as per operating administrative instructions and procedures.
- Liaise with Finance on payments due from Partners, UN Agencies, staff and other Organisations.
- Advise and assist staff on their travel entitlements, needful documentation and matters pertaining to travel as per operating administrative instructions and procedures.
- Prepare, summarise, and submit invoices for payment of travel related services procured.
- Assist in medical evacuations as required.
- Provide/share required information or data which may be useful for the safety/security of concerned travellers.
- Submit requests and subsequently ensure the issuance of appropriate travel identification documents, in accordance with UN rules and regulations. Initiate requests for visas
- Maintain the filing systems for UN travel identification documents.
- May process emergency visa requests required for official travel and ensure their timely issuance.
- Provide statistics of UN travel documents and visas.
- Perform other related duties as required.

Minimum Qualifications

Education & Professional Work Experience

Years of Experience / Degree Level

For G5 - 2 years relevant experience with High School Diploma; or 1 year relevant work experience with Bachelor or equivalent or higher

Certificates and/or Licenses

Logistics,
Air Operation,
Business Administration

Relevant Job Experience

Essential

Familiarity with Oracle-PeopleSoft or other ERP system. Good knowledge of UN, UNHCR, other international organization or private sector Travel Policies and Procedures. Excellent oral and written communication skills. Very good knowledge of Excel.

Desirable

Knowledge in UNHCR Logistics rules, procedures and processes. Knowledge in air and travel agencies booking systems i.e. Galileo, Amadeus etc is an asset. Knowledge in how to calculate air tariffs, ticket refunds and cost comparison between routes and airlines is an asset.

Functional Skills

TV-Travel-Galileo (Global reservation system quoting IATA full fare prices)

TV-Travel-Amadeus Altéa Customer Management System

CO-Cross-cultural communication

UN-UN/UNHCR Administrative Rules, Regulations and Procedures

Language Requirements

*For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.***

Competency Requirements

Core Competencies

Accountability

Communication

Organizational Awareness

Teamwork & Collaboration

Commitment to Continuous Learning

Client & Result Orientation

Cross-Functional Competencies

Analytical Thinking

Negotiation and Conflict Resolution

Stakeholder Management

This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.

Eligibility

This position is open to applications from internal and external candidates provided that requirements regarding professional experience, academic qualifications, language, etc. are fulfilled.

Applications must be supported by documentation of fully effective performance history and demonstrated potential to assume professional responsibilities.

Your application will NOT be considered if the application form is not duly filled.

Interested staff members should consult the Policy on Recruitment and Assignment Policy UNHCR/HCP/2022/07.

Staff in the GS category are recruited in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may have been in the country.

Recruitment as a UNHCR staff member and engagement under a UNHCR affiliate scheme or as an intern is subject to proof of vaccination against Covid-19.

Location and Conditions

The successful candidate will be based in Copenhagen, Denmark.

Shortlisted candidates might be required to sit for a written test. Only shortlisted candidates will be notified. No late applications will be accepted.

Please note that UNHCR does not charge a fee at any stage of its recruitment process (application, interview, meeting, travelling, processing, training or any other fees).

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

To Apply

Interested applicants should submit their application through www.unhcr.org/careers.html click on vacancies and search for **JR2208584**.

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation and gender identity.

The deadline for applications is **29 January 2023 at midnight (CET, Central European Time)**.