



Food and Agriculture Organization of the United Nations

## General Service Vacancy Announcement No: IRC3497

Issued on: **1 August 2016**  
Deadline For Application: **22 August 2016**

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Position Title:	OFFICE ASSOCIATE	Grade Level:	G-6.
		Duty Station:	DS,TUNISIA,TUNIS
Organizational Unit:	SNEDD	Duration *:	Fixed term: one year with possibility of extension
		Post Number:	2002255
		CCOG Code:	2101

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### Organizational Setting

The post is located in FAO Sub-Regional Office for North Africa based in Tunis

FAO's Subregional Office for SNE is responsible for developing, promoting, overseeing and implementing agreed strategies for addressing subregional food, agriculture and rural development priorities. It develops and maintains relations with subregion-wide institutions including Regional Economic Integration Organizations (REIOs). The Subregional Office is a subsidiary of FAO's Regional Office for SNE.

### Main Purpose

The Office Associate leads and coordinates the office- and management support functions of the Office. He/she ensures the smooth flow of office work and information by setting priorities and organizing the day-to-day work. The job role requires in-depth knowledge and interpretation of office policies, procedures and practices. The incumbent provides procedural guidance to managers and staff in the division/ department or location.

### Supervision Received/Exercised

The Office Associate reports to the Sub Regional Coordinator, SNE. Work is performed autonomously, showing a high degree of initiative and independent judgment. Supervision received is focused on facilitating service delivery. The incumbent effectively organizes and supervises other office support staff and provides relevant guidance and training

### Working Relationships

The incumbent maintains a wide range of contacts with managers, staff and counterparts both within and outside the Organization. Work relations may be on a high organizational level, requiring very good communication skills and experienced handling of issues.

### Key Functions/Results

- Analyze, manage and monitor a large and diversified volume of complex correspondence and documentation, often of confidential and sensitive nature; ensure appropriate routing, reply, prioritization, accuracy, consistency, informal translation and timeliness; bring complex, sensitive or priority issues to the supervisor's attention;
- Provide information and guidance to staff at all levels within the organizational unit; ensure understanding of intent and deadlines;
- Arrange appointments and duty travels, maintain supervisor's calendar and receive visitors;
- Organize high-level meetings, finalize agendas and invitations, ensure the production and distribution of documentation, take notes and prepare minutes, and follow up on required actions;
- Organize and coordinate the work performed by other office support staff; coordinate activities across the division, including divisional issues, deadlines and other requests;
- Establish internal procedures and tracking systems for correspondence and documents; verify that work is done in accordance with corporate standards; monitor work progress;
- Respond to written inquiries and draft responses to non-routine questions; coordinate responses to sensitive enquiries on behalf of the supervisor;
- Follow up on the preparation of reports, correspondence, briefing notes and other documents; review documents and make changes to their format or style in accordance with standard practices; conduct research and prepare briefing materials for the supervisor; provide informal translations into another official language;
- Evaluate ongoing support requirements of the office, adapt service provision to meet changing needs and solve operational problems as required;
- Ensure the initiation of a variety of transactions in the organization's computerized administrative systems;
- Perform other duties as required.

**Impact of work**

The incumbent's work impacts directly on the smooth and efficient operations of the Office. He/she plays a lead role in the coordination and provision of the office support services for the successful achievement of the Division's mandate.

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CANDIDATES WILL BE ASSESSED AGAINST THE FOLLOWING

**MINIMUM REQUIREMENTS**

**Education:** Secondary School Education

**Experience:** Five years of relevant experience in management and office support work

**Languages:** Working knowledge (Level C) of French (official language of the office).

**IT Skills:** Very good knowledge of the MS Office applications, Internet and office technology equipment

**Core Competencies**

- Results Focus
- Teamwork
- Communication
- Building Effective Relationships
- Knowledge Sharing and Continuous Improvement

**Technical Skills**

- Thorough knowledge of communication and documentation standards
- Thorough knowledge of a corporate computerized financial / travel / Human Resources system
- Extent of knowledge of organizational structure, administrative procedures and policies and matters of protocol
- Extent of experience in providing guidance and supervision to junior staff
- Ability to draft standard and complex correspondence, and to proofread texts/ outgoing correspondence and formal documents

**DESIRABLE QUALIFICATIONS AND SKILLS-**

- Very good knowledge of the FAO structure
- Limited knowledge (Level B) of English and Arabic.

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Please note that all candidates should adhere to *FAO Values of Commitment to FAO, Respect for All and Integrity and Transparency*.

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**ADDITIONAL INFORMATION**

- All candidates should possess computer/word processing skills.
- Your application will be screened based on the information provided in your iRecruitment online profile (see "How to Apply"). We strongly recommend that you ensure that the information is accurate and complete including employment record, academic qualifications and language skills.
- Please note that FAO will only consider academic credentials or degrees obtained from an educational institution recognised in the IAU/UNESCO list.
- Other similar positions at the same level may be filled from this vacancy notice and the endorsed candidates will be considered for the Employment Roster for a period of 2 years.
- Candidates may be requested to provide performance assessments.

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**REMUNERATION**

A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, click on the following link: [http://www.un.org/Depts/OHRM/salaries\\_allowances/salary.htm](http://www.un.org/Depts/OHRM/salaries_allowances/salary.htm)

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## **HOW TO APPLY**

To apply, visit the iRecruitment website at <http://www.fao.org/employment/iRecruitment-access/en/> and complete your online profile. Only applications received through iRecruitment will be considered.

Candidates are requested to attach a letter of motivation to the online profile.

Vacancies will be removed from iRecruitment at 23:59 Central European Time (CET) on the deadline for applications date. We encourage applicants to submit the application well before the deadline date.

If you need help, or have queries, please contact: [iRecruitment@fao.org](mailto:iRecruitment@fao.org)

**FAO IS A NON-SMOKING ENVIRONMENT**