

ASSOCIATE PROCESS OFFICER

Post Number : CLD 929

Grade : P-2

Parent Sector : Division for Conferences, Languages and Documents (CLD)

Duty Station: Paris

Job Family: Administration

Type of contract : Fixed Term

Duration of contract : 2 years

Recruitment open to : Internal and external candidates

Application Deadline (Midnight Paris Time) : 25-APR-2023

UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism

OVERVIEW OF THE FUNCTIONS OF THE POST

Under the overall authority of the Director, Division of Conferences, Languages and Documents (CLD) and the direct supervision of the Executive Officer, the incumbent is responsible for the proper coordination of corporate applications and processes of the Document Management, the Translation Services, the Conference and Cultural Events Management, Interpretation Services in the Support unit with the aim of simplifying and rationalizing all internal processes. The work involves actively contributing to the development, maintenance, integration and improvement of CLD's workflow applications.

In particular, the incumbent will be responsible for the following:

- Contribute to the process engineering and implementation of tools related to the Document Management, Translation Services, the Conference and Cultural Events Management and Interpretation services;
- Identify risks and opportunities, and make preliminary proposals for the improvement of existing processes and tools;
- Contribute to process harmonizations through the Development of Standard Operating Procedures (SOPs) for key business processes;
- Contribute to the drafting of technical proposals or bidding documents when applicable to CLD's workflow applications in coordination with process owners;
- Prepare training materials and deliver trainings, prepare change management communication materials for different stakeholders;
- Provide guidance and assistance to the concerned users as first level support.

COMPETENCIES (Core / Managerial)

Communication (C)

Accountability (C)

Innovation (C)

Knowledge sharing and continuous improvement (C)

Planning and organizing (C)

Results focus (C)

Teamwork (C)

Professionalism (C)

For detailed information, please consult the [UNESCO Competency Framework](#).

REQUIRED QUALIFICATIONS

Education

- Advanced university degree (master degree or equivalent) in Business Analytics, Economics, Data analytics, International business or related areas. A first-level university degree in the aforementioned fields, with 2 years of experience in Process re-engineering or closely related areas may be accepted in lieu of an advanced university degree.

Work Experience

- A minimum of two (2) years of experience in project management or process engineering.
- At least one (1) year of experience in an international environment.

Skills/Competencies

- Solid analytical skills and ability to speak and present effectively, concisely and persuasively.
- Good organizational and coordination skills and ability to plan coordinate and monitor work-plans.
- Ability to set priorities and capacity to work effectively under pressure.
- Ability to work as part of a team, to take initiatives and follow up actions.
- Team-spirit/Open personality and capability of creating good inter-personal relations.
- Knowledge of e-Conference tools: gMeets, DCPMS, gDOC, eLUNA, eAPG or other conference , translation and document management systems.
- Good IT skills, including MS Office (Windows, Office Suite, Teams, etc.).

Languages

- Excellent knowledge (oral and written) of English or French and good knowledge of the other language.

DESIRABLE QUALIFICATIONS

Education

- University degree in Public Administration or related fields.

Work Experience

- Experience working for international organizations or United Nations agencies.

Languages

- Knowledge of another official language of UNESCO (Arabic, Chinese, Russian and/or Spanish).

BENEFITS AND ENTITLEMENTS

UNESCO's salaries consist of a basic salary and other benefits which may include if applicable: 30 days annual leave, family allowance, medical insurance, pension plan etc.

The approximate annual starting salary for this post is 76.623 US \$.

For full information on benefits and entitlements, please consult our [Guide to Staff Benefits](#).

SELECTION AND RECRUITMENT PROCESS

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the [UNESCO careers website](#). No modifications can be made to the application submitted.

The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview.

UNESCO uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates.

Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided.

UNESCO recalls that paramount consideration in the appointment of staff members shall be the necessity of securing the highest standards of efficiency, technical competence and integrity. UNESCO applies a zero-tolerance policy against all forms of harassment. UNESCO is committed to achieving and sustaining equitable and diverse geographical distribution, as well as gender parity among its staff members in all categories and at all grades. Furthermore, UNESCO is committed to achieving workforce diversity in terms of gender, nationality and culture. Candidates from non- and under-represented Member States ([last update here](#)) are particularly welcome and strongly encouraged to apply. Individuals from minority groups and indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the highest level of confidentiality. Worldwide mobility is required for staff members appointed to international posts.

UNESCO does not charge a fee at any stage of the recruitment process.

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