

Programme Associate (Multiple Positions)

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Company: WHO

Location: Ankara

Category: other-general

DESCRIPTION OF DUTIES

The incumbent provides a range of support in the day-to-day programme, financial, human resources related and administrative support, including updating of the operational planning budget and finance matters in the ERP as well as a variety of general administrative actions related to the work of the project/ programme or technical unit of the Country Office Support Unit.

Key duties:

The incumbent will perform all or part of the following, and other related responsibilities as required by the needs of the office.

Administer and/or coordinate processing of work products and transactions across programme, financial, and administrative work areas.

Financial Review obligating documents, undertake reconciliations, and prepare reports, as required.

Review and process transactions in the enterprise resource planning system and follow up with concerned parties on the receipt of deliverables and finalization of payments.

Monitor aspects of the implementation of country activities (such as deadlines, funds for project/ programme budget and financial expenditures) according to the approved country work plan, drawing the attention of the supervisor to problems, inconsistencies, and delays.

Administrative Support the preparation and monitoring of teamwork plans in the

enterprise resource planning system.

Coordinate and follow-up on human resources administrative tasks, ranging from providing the team with human resources-related information on rules and procedures, managing the human resources plan within the workplan, contracts management, onboarding and follow-ups to performance evaluation reports/performance management and development system issues.

Manage the smooth running of the administrative functions, including maintaining an up-to-date status of the office space and acting as the office space focal point for the department.

Check, obligate and clear purchase requests for services and equipment, working in close collaboration with relevant colleagues to ensure that ordered services are appropriate.

Track/administer the team's client-support/response system and flow of information, monitoring and ensuring the processing of requests and correspondence.

Provide administrative support to the organization of internal and external meetings, including the preparation of letters of invitation, documents, cost estimates and travel requests, the distribution of materials and liaison with participants and other stakeholders.

Compile and ensure the availability of documentation for team meetings, seminars, and workshops. Establish and or maintain the team's electronic filing system of technical documents and correspondence.

REQUIRED QUALIFICATIONS

Education

Essential: Completion of secondary education or equivalence training.

Desirable: University degree in business administration, social sciences, or related field.

Training in United Nations systems is an advantage.

Experience

Essential: A minimum of eight years of progressively responsible work experience relevant to the position (in the secretarial/administrative field).

Desirable: Relevant experience in WHO or in the United Nations system (UN). Experience in enterprise resource planning systems.

Skills

Proficiency in the use of standard office computer software, note taking and operation of computerized systems and databases.

Demonstrated knowledge of procedures and practices, rules and regulations in an administrative support area in a United Nations or WHO country office.

Ability to undertake research, and prepare reports, briefing materials, and maintain filing systems.

Basic financial accounting skills.

Ability to train, brief and explain administrative procedures to other staff members.

Ability to review, write/draft routine and non-routine correspondence and reports using proper grammar, punctuation and style.

Ability to maintain effective client relationships and proactivity in servicing clients.

Proficiency in computers and office software packages, handling of web-based management systems, enterprise resource planning (ERP) systems and Cloud Management Enterprise System such as Workday. Ability to identify and manage one's own emotions, as well as helping others to do the same.

WHO Competencies

Teamwork

Respecting and promoting individual and cultural differences

Communication

Producing results

Ensuring the effective use of resources

Use of Language Skills

Essential: Expert knowledge of English. Expert knowledge of Turkish.

Desirable: Intermediate knowledge of French, Russian, German.

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