

# United Nations Mechanism for International Criminal Tribunals

## Temporary Job Opening

PROTOCOL ASSISTANT, G-5 (vacancy duration 1 month)

DEADLINE FOR APPLICATIONS	:	25 May 2017
DATE OF ISSUANCE	:	19 May 2017
OFFICE	:	Visa & Entitlements Unit, General Service Section, Registry
LOCATION	:	The Hague
JOB OPENING NUMBER	:	2017/MICT/REG/VEU/033-GS

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

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### Organizational setting and Reporting:

The incumbent operates the Visa and Entitlements Unit's Helpdesk, together with other staff of the Unit, and performs a coordinating role where necessary. Updates the Unit's website and maintains lists of names, addresses and telephone numbers of contacts at host country government departments. Maintains contacts and attends meetings with Chief of General Services Section, the Immediate Office of the Registrar, Office of Legal Aid and Detention Matters and Host Country Government departments. Acts as the Office Records Manager, to ensure the proper management of the Unit's files in compliance with ICTY archiving policies as well as updating the attendance database. Participates in the recruitment and training of new staff for the Unit. Reviews all processed work and amends, where necessary, prior to final signature by CAO. Refers legal queries where necessary to the Supervisor in the General Services Section. Performs any other ad hoc duties as required.

### Responsibilities:

#### Receives, logs and processes applications:

- For registration with the Ministry of Foreign Affairs of Judges and staff members ,and UN recognized dependants, and other personnel working at ICTY or MICT, as well as applications for Identity Cards where so entitled.
- For informing the Ministry of Foreign Affairs of address changes by Judges, staff members and other personnel working at ICTY or MICT, and new passports issued to them.
- For certifications of privileged status for persons holding identity cards issued by the Ministry of Foreign Affairs.
- For the purchase/import of tax-free motor vehicles. changeover from tax-free to regular Dutch registration and export.
- For new or exchange of national driving licenses for Dutch driving licenses, including applications for renewal of Dutch driving licenses.
- For new UN Laissez-Passers.
- For visas of incoming new Judges, staff members, interns, consultants, contractors and defence counsels entering the Netherlands and repatriation visas for outgoing staff entitled to repatriation assistance.
- For visas of Judges and staff members traveling on official missions.
- For the customs clearance of official purchases on behalf of ICTY and import of household effects by Judges and staff following their entry on duty.
- For the duty-free purchases by Judges and senior staff members, and their entitlements to VAT reimbursement.
- Processes forms and drafts documents in relation to the above, as well as drafting ICTY certifications for separating staff.
- Responds to staff with duty station The Hague presenting queries regarding tax exemptions and the above-referenced applications.

### Core Competencies:

- **Professionalism** – Knowledge of the Organization's rules, regulations and procedures as they pertain to travel, shipment and protocol. 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.
  - **Communication** – Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two way communication; tailors language, tone, style and format to match the audience; demonstrates openness in sharing information and keeping people informed.
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- **Planning and Organising** – 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.
- **Client Orientation** – Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients’ informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

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## QUALIFICATIONS:

### Education:

High school diploma or equivalent; demonstrated ability to use computer technology.

### Experience:

At least 5 Years of progressively responsible experience in office management and administration.

### Language:

English and French are the working languages of the Tribunal. For the post advertised, fluency in oral and written English is required. Working knowledge of the other highly is desirable. Knowledge of Dutch is an advantage.

**Other Skills:** Proven typing skills and good inter-personal skills are required. External applicants must complete the UN Personal History Profile (PHP) form obtainable from the ICTY website ([www.icty.org](http://www.icty.org)). Applicants may have to sit a special test as per information circular ICTY/IC/2004/49 of 2 September 2004.

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## HOW TO APPLY:

### NOTE FOR INTERNAL CANDIDATES:

- 1) Staff at the G-4 and G-5 level are eligible to apply.
- 2) Interested staff members must complete the UN Personal History Profile (PHP) form obtainable via personal inspira accounts (in PDF format) or the MICT website. Please submit all documents including the PHP, a Cover Letter, and the last two e-PAS's **ELECTRONICALLY AS ONE DOCUMENT** to the [RMRecruitment@icty.org](mailto:RMRecruitment@icty.org) in-box. Please indicate the job opening number in the subject line.
- 3) Once received, a list of candidates who meet the requirements of the post will be sent to the supervisor, who will prepare a written comparative analysis of the candidates and recommend a candidate for the position.
- 4) Applicants may have to sit the United Nations Global General Services Test (GGST) as per information circular ICTY/IC/2004/49 of 2 September 2004.

### NOTE FOR EXTERNAL CANDIDATES:

- 1) External applicants must complete the UN Personal History Profile (PHP) form obtainable from the MICT website ([www.unmict.org](http://www.unmict.org)) and forward electronically **AS ONE DOCUMENT** to the [RMRecruitment@icty.org](mailto:RMRecruitment@icty.org) in-box. Please indicate the job opening number in the subject line. Applicants may have to sit the United Nations Global General Services Test (GGST) as per OHRM instructions.

### NOTE FOR PREVIOUSLY ROSTERED CANDIDATES

Roster candidates must express their interest and availability for published job openings by submitting an updated PHP and cover letter.

<p><b>Special Notice:</b> Extension of the appointment is subject to the extension of the mandate and/or the availability of funds. Appointment against this post is on a local basis.</p>
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**PLEASE NOTE THAT APPLICATIONS RECEIVED AFTER THE DEADLINE AT MIDNIGHT (THE HAGUE TIME) ON THE CLOSING DATE WILL NOT BE ACCEPTED. ONLY THE SELECTED CANDIDATE WILL BE NOTIFIED OF THE OUTCOME.**

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