

TERMS OF REFERENCE FOR LOCAL INDIVIDUAL CONTRACTOR

Operations Assistant

Duty Station: Yerevan, Armenia

Supervisor: Operations Manager

Time-frame: from mid-January 2022 till the end-December 2022 (11,5 months)

The Contractor is expected to work office-based.

Purpose of Activity/Assignment:

The Operations Assistant is accountable for communications, operational and secretarial support services to enhance the smooth running of the team and its workflow.

Under the supervision and guidance of the Operations Manager, the Operations Assistant is responsible for executing a broad variety of routine tasks for the Operations Section.

Scope of Work:

Communications & Workflow

- Proceeds with outgoing mail delivery including UN pouch;
- Handles office incoming and outgoing telephone calls;

Events/Logistics

- Provides support to the office with logistical arrangements related to trainings/ workshops/ conferences etc.;
- Assists in preparation of documents for operations-related events.

Human Resources

- Maintains and updates a system which monitors the absence and attendance of staff, including COVID-19 vaccination track system;
- Maintains staff contact/emergency lists;
- Assists in dissemination of vacancy announcements for staff and consultant positions;
- Coordinates the scheduling of interviews and technical assessments;
- Assists with UNLP issuance/cancellation requests;
- Coordinates requests for magnetic cards and security briefing for newcomers.

Travel

- Assists with accommodation reservations to the CO visitors;
- Assists with Security Clearance requests for operations staff.

Invoice Processing

- Assists with registration of incoming invoices;
- Handles delivery of vendors' invoices;
- Prepares taxi usage reports as per received invoices;
- Prepare invoices for personal usage of UNICEF facilities by staff.

General operations/administrative duties: <ul style="list-style-type: none"> • Assists with operations-related vendor updates; • Assists in market researches to identify the potential suppliers; • Monitors consumption of office supplies; • Handles minor requests for office maintenance; • Translates from English into Armenian and vice versa of operations related documents when required; • Takes minutes of operations section meetings; • Arranges for printing of business cards and office plates/labels; • Assists with Operations section filing, scanning, copying, binding etc. when needed; • Arranges for UNICEF and UN Conference hall reservations for Operations Section; • Accompanies UNICEF visitors in/out UN Building in line with UN DSS Security procedures; • Other duties as required. 	
Minimum Qualifications required:	Knowledge/Expertise/Skills required:
Completion of secondary education is required, preferably supplemented by technical or university courses related to the field of work in administration and operations.	<p><u>Work experience</u></p> <ul style="list-style-type: none"> • A minimum of 4 years of relevant administrative or clerical work experience is required; • Advanced computer and MS Office knowledge and skills is required; • Experience in UN or other international organization is an asset. <p><u>Language Proficiency</u></p> <ul style="list-style-type: none"> • Fluency in English and Armenian is required. Knowledge of Russian is an asset. <p><u>Other skills and Attributes</u></p> <ul style="list-style-type: none"> • Excellent communication skills; • Ability to deal patiently and tactfully with visitors; • Ability to work effectively with people of different national and cultural background; • Ability to work in a team environment to achieve common goals; • Capacity to work in stressful conditions; • High sense of confidentiality, initiative and good judgment; • High level of Integrity and commitment to UNICEF's mission and professional values; • Organizational, planning and prioritizing skills and abilities.
Terms of the application:	
The deadline for the submission of applications is 9 January 2022 . Applications should include: <ul style="list-style-type: none"> • Cover letter; • CV; 	

- Financial Proposal (monthly remuneration in AMD).

All qualified applicants should apply online, using the UNICEF E-Recruitment system and following the online application link. Incomplete applications will not be considered. Only short listed candidates will be invited to the test and interviews.

Individuals engaged under a consultancy or individual contract will not be considered “staff members” under the Staff Regulations and Rules of the United Nations and UNICEF’s policies and procedures, and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.