

**UNICEF Mexico Country Office
Temporary Appointment
Terms of Reference [TOR]**

Post Title	Administrative Assistant	Post Level	GS-4
Supervisor's title	Administrative Associate	Supervisor's Level	GS-6
Contract duration	6 months	Duty Station	Mexico City, Mexico

JOB ORGANIZATIONAL CONTEXT AND PURPOSE FOR THE JOB

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

The Mexico Country Office is initiating a new Country Programme Document (CPD) for the 2026–2031. This strategic framework aims to address emerging challenges and evolving needs to improve the lives of children across the country. To achieve optimal results, it is essential to have a strong and efficient Operations team that supports all business units and areas within the Mexico Country Office, ensuring quality and effectiveness in delivering results for children.

The Administrative Assistant (GS-4) provides essential administrative support to ensure smooth, efficient and compliant operations within the Administration Unit. A core focus of the role is managing travel processes, including the preparation of travel requests, coordination of itineraries, verification of documentation, and timely follow-up to ensure adherence to UNICEF procedures and cost-effective travel planning. The position also plays a key role in supporting the office's greening and eco-efficiency efforts by promoting environmentally responsible practices, integrating sustainability considerations into daily administrative tasks, and contributing to the implementation of green initiatives aligned with UNICEF's environmental commitments.

This role contributes to maintaining continuity, operational reliability and a culture of accountability as the office transitions to the new CPD and responds to evolving programme and operational needs. For more information related to the work of our office in Mexico, please visit our website: [UNICEF Mexico](#), or read our [Informe Anual 2024 UNICEF México: acciones por la infancia | UNICEF](#).

KEY FUNCTIONS, ACCOUNTABILITIES AND RELATED DUTIES AND TASKS

Under the guidance and supervision of the Administrative Associate, the Administrative Assistant is responsible for executing a broad variety of routine tasks for the respective unit requiring full knowledge of UNICEF administrative procedures, processes and policies.

The Administrative Assistant (GS-4) will be accountable for the following responsibilities:

1. Communications & Workflow

- Facilitates the communications and workflow of the organizational unit to enhance the efficiency and timeliness of operations and outputs.
- Manages incoming and outgoing correspondence, e-mails and telephone calls.
- Communicates routine and some non-routine information pertaining to the work of the team.
- Establishes and maintains the office filing and reference systems, both traditional and digital; and ensures the inter/intra-net websites are up-to-date and accurate.

2. Calendar/Meetings/Correspondence Management

- Maintains office calendar and arranges meetings.
- Takes minutes of meetings and keep the correspondence of the unit well Organized.

3. Events/Logistics

- Supports capacity development activities and conferences by making logistical arrangements, through engaging with facilitators, caterers and hosts.
- Arranges times through liaising with participants over availability. q Liaises with budget focal points and section over costs and needs.
- Prepares background materials for participants and uploads clear materials on the intranet. q Prepares and maintains agendas on meetings and events related to the work group commitments.

4. Control of CO Assets and Greening Activities

- Preparation of inventory reports.
- Implementation of Inventory and physical verification control.
- Participation in the development and implementation of agreed greening activities in the office and with other UN agencies.
- Monitoring and reporting of environmental footprint indicators.

5. Invoice Processing

- Responsible for collecting invoices and filing documents for approval and, thereafter processing in VISION.
- Uploads electronic files and verifies results to destination system.
- Responds to client transaction status and other inquiries

6. Travel

- Provides travel assistance to staff members in section for travel arrangements and entitlements based on the organization’s rules and policies. Liaises with relevant travel focal points to ensure that the organization obtains the best service and price for all travel.
- Briefs/de-briefs staff members on issues relating to related administrative matters such as visas, security clearance, and documentation procedures.
- Extracts, inputs, maintains, and verifies correctness of travel records in the organization’s travel system to ensure accurate transactions related to travel costs and staff travel.

- Assists in the preparation of budgets on travel costs and maintains travel plan and budgetary control records.

The Administrative Assistant provides support in the application of established rules and procedures as well as in typical, non-specialized support work. Key performance indicators include the timely and accurate performance of assigned activities.

In terms of communication, they are accountable for the exchange of routine, and less frequently non-routine, information with counterparts within UNICEF. Routine exchange of information outside of the team includes arranging travel and/or procurement and information technology support.

REQUIRED QUALIFICATIONS

<p>Education</p>	<ul style="list-style-type: none"> ▪ Completion of secondary Education Preferably supplemented by technical or university courses related to Finance, Business Administration, Management, Economics, Supply Chain Management, Logistics, Procurement, Contract/Commercial Law, International Development, or related social science field.
<p>Work Experience</p>	<ul style="list-style-type: none"> ▪ A minimum of 4 years of relevant administrative or clerical work experience is required. <i><u>Three (3) years of experience may be substituted for candidates holding a bachelor's degree.</u></i> ▪ Experience supporting large-scale projects or operations in one or more of the following areas: administration, travel, or finance is required. ▪ Experience in the usage of computers and office software packages (MS Word, Excel, etc.), advanced knowledge of automated procurement systems, experience in handling web-based management systems. <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience in a UN system agency. ▪ Previous experience with SAP (VISION) or similar ERPs. ▪ Relevant experience at country level, particularly in development, fragile settings and humanitarian contexts is desirable. ▪ Experience supporting greening, eco-efficiency or environmentally sustainable office practices.
<p>Languages</p>	<ul style="list-style-type: none"> ▪ Fluency in Spanish is required.

- Intermediate English is required. Fluency is considered an asset. Candidates are expected to demonstrate a clear commitment to improving their English skills within the first six months of employment.

UNICEF VALUES AND COMPETENCY REQUIRED (BASED ON THE UPDATED FRAMEWORK)

Core values of care, respect, integrity, trust, accountability and sustainability (CRITAS).

UNICEF competencies required for this post are:

(1) Builds and maintains partnerships (2) Demonstrates self-awareness and ethical awareness (3) Drive to achieve results for impact (4) Innovates and embraces change (5) Manages ambiguity and complexity (6) Thinks and acts strategically (7) Works collaboratively with others

[UNICEF is committed to diversity and inclusion within its workforce](#), and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons living with disabilities, to apply to become a part of the organization.

We offer a [wide range of benefits to our staff](#), including paid parental leave, breastfeeding breaks, and reasonable accommodation for persons with disabilities. UNICEF strongly encourages the use of flexible working arrangements.

UNICEF has a zero-tolerance policy on conduct incompatible with the aims and objectives of the United Nations and UNICEF, including sexual exploitation and abuse, sexual harassment, abuse of authority, and discrimination. UNICEF also adheres to strict child safeguarding principles. All selected candidates will be expected to adhere to these standards and principles and will therefore undergo rigorous reference and background checks. Background checks will include the verification of academic credential(s) and employment history. Selected candidates may be required to provide additional information to conduct a background check.