



Classified Job Descriptions

Job Description Type:	Specific Job Description	Region:	HQ
Category:	GS (General Services)	Country:	Belgium
Reason for Classification:	Establishment of a new post	Duty Station:	Brussels
Level:	G-5	Office:	Public Partnerships Division
Title:	Administrative Assistant	Section:	Brussels Common Services
Title Information in Parenthesis:		Unit:	Brussels Common Services
CCOG Code:	21	Case Number:	DFAM/SRM/P2026-0214
UNICEF Code:	ADM	Post Number:	136266
Classified by:	Natalia Paquin	Classified Date:	3/2/2026

Organizational Context:	The Administrative Assistant (G-5) operates as part of the UNICEF Brussels Common Services Center (CSC), which provides harmonized administrative and operational support to UNICEF offices and divisions. As the CSC expands to accommodate a projected increase in staff presence from 60 to 84 by 2027, the G-5 will play a key role in supporting the growing needs of the Brussels duty station. The CSC follows UNICEF's harmonized service framework, ensuring that the Brussels duty station receives standardized, high quality administrative and operational support.
Purpose of the Job:	The Administrative Assistant (G-5) reports to the Senior Operations Associate and provides comprehensive administrative support across all areas of office administration. This includes protocol services, procurement of goods and services, mail and telecommunications, ICT support, asset management, maintenance coordination, travel arrangements, event/logistics assistance and support to security and business continuity activities. The role focuses on the effective execution and delivery of administrative services, ensuring that the CSC's operations are efficient, fully compliant with organizational policies and procedures, and responsive to the evolving needs of UNICEF in Brussels.
Key functions, accountabilities and related duties/tasks:	<p>1. Protocol and Diplomatic Services</p> <ul style="list-style-type: none"> - Assist in protocol matters related to staff travel, work permits, visas, and international staff privileges. - Support newly arrived international staff with documentation for customs clearance of personal effects. - Facilitate visa arrangements for travelers to and from Brussels and process permits for equipment imports. - Organize and maintain protocol-related documents issued by the Government, UNICEF HQ, and Country Office. - Maintain records of travel and residence documents for all international staff and ensure timely updates and renewals as per Government requirements. - Prepare routine protocol correspondence, notes verbales, and reports in line with Government requirements and office standards. <p>2. Procurement of goods and services</p> <ul style="list-style-type: none"> - Act as a Finance and Master Data Management Local Focal Point. Prepare, submit and monitor requests. Ensure the required information and documentation for submitted requests are correct, provide follow up on any issues until the request (or case) is completed by GSSC.

Respond to queries from GSSC and clients.

- Prepare funds commitments/PRQs/funds reservations in SAP, and submit for relevant approvals/releases, ensuring completeness of documentation in UNICEF systems.
- Keep stakeholders/clients informed on the progress. Liaise with clients, ensuring timely follow-up.
- Responsible for receiving invoices directly from vendors. Reconcile vendor accounts to prevent duplication and late payments. Liaise with receiving officers for SES creation and approval. Maintain a log of invoices and payment dates; monitor vendor payments.
- Act as a P-Card Holder, process low-value transactions in line with the UNICEF rules and procedures.
- Support the establishment, implementation, and administration of Long-Term Agreements (LTAs) for goods and services, ensuring compliance with organizational policies and procedures.

3. Mail & Office Telecommunication

- Arrange receipts and dispatch of mail and parcels (Courier Service), maintaining efficient office operations.
- Manage dispatch of outgoing diplomatic pouch to New York and Geneva and receipt of incoming pouch.
- Maintain office telephone lines and duty mobiles, process payment of telephone bills.

4. ICT Support

- Assist in troubleshooting ICT issues for staff across the office.
- Support basic ICT equipment setup and maintenance under supervision.

5. Facility Management Support

- Support day-to-day facility management tasks, including coordinating maintenance requests, reporting issues, and following up with service providers.
- Assist in organizing office space, meeting room bookings, and ensuring common areas are maintained.
- Help with the implementation of safety and security measures as directed.

6. Asset Management Support

- Maintain inventory records for office supplies and equipment, support asset tracking and reconciliation.
- Assist with the receipt, tagging, and distribution of assets.
- Support periodic asset verification exercises and report discrepancies.

7. Travel support

- Provide travel assistance to staff members for travel arrangements and entitlements based on the organization's rules and policies.
- Liaise with relevant travel focal points to ensure that the organization obtains the best service and price for all travel.
- Brief/de-brief staff members on issues relating to related administrative matters such as visas, security clearance, and documentation procedures.
- Extract, input, maintain, and verify correctness of travel records in the organization's travel system to ensure accurate transactions related to travel costs and staff travel.

8. Events/Logistics

- Support events and conferences by making logistical arrangements, through engaging with facilitators, caterers and hosts.
- Liaise with budget focal points and divisions teams over costs and needs.

9. General Administrative Support

- Provide general administrative support, ensuring compliance with UNICEF policies and procedures.
- Maintain effective working relations with colleagues, local authorities, and partners on administrative matters.
- Assist with document reproduction, filing, and archiving.

Impact of Results:	<p>The effectiveness and accuracy of the Administrative Assistant directly contribute to the smooth functioning of the Brussels Common Services Center and the offices it supports. By delivering timely, reliable, and compliant administrative services, the Admin Assistant ensures that operational processes run efficiently. High-quality support in areas such as protocol, invoice processing, property and asset management, and office and events logistics enables UNICEF to maintain a responsive and well-managed working environment, supporting the organization's mission and the growing needs of staff in Brussels. Ultimately, the Administrative Assistant's performance strengthens UNICEF's capacity to deliver on its mandate for children by underpinning effective operations and service delivery.</p>
Capabilities required:	<ol style="list-style-type: none"> 1. Project Management (2) <ul style="list-style-type: none"> • Use project management tools to organize and track tasks within a project • Schedule and prioritize tasks to meet deadlines • Provide project updates and report issues 2. Collaboration (2) <ul style="list-style-type: none"> • Use tact and discretion in sensitive situations • Communicate thoughtfully and diplomatically considering how words may be perceived by others • Write clearly and concisely in emails and reports, outlining brief summaries and suggested actions • Communicate key points and recommendations verbally in a clear and direct manner • Organize, visualize and present data, tailoring visuals to highlight key insights 3. Problem Solving (2) <ul style="list-style-type: none"> • Compare different sets of information to identify correlations and differences • Analyze information to identify the root cause of problems and possible risks • Identify key data and patterns in reports and summaries • Organize, visualize and present conclusions in a structured and logical way • Consider and suggest possible solutions to resolve problems independently • Consider available information when making decisions 4. Digital Dexterity (2) <ul style="list-style-type: none"> • Use AI tools and digital platforms to collect information • Assess AI generated tasks for accuracy and effectiveness • Use key organizational business systems and digital platforms • Manage and organize digital documents and files in alignment with digital workforce policies and culture • Safeguard documents ensuring confidentiality and manage data risks
Competencies and level of proficiency required:	<p>Core Values:</p> <ul style="list-style-type: none"> Care Respect Integrity Trust Accountability Sustainability <p>Core Competencies:</p> <ul style="list-style-type: none"> Demonstrates self-awareness and ethical awareness (1) Works collaboratively with others (1) Builds and maintains partnerships (1) Innovates and embraces change (1) Thinks and acts strategically (1) Drive to achieve impactful results (1) Manages ambiguity and complexity (1)
Recruitment Qualifications:	<p>Education requirement: Completion of secondary education is required.</p> <p>Professional and/or university courses related to the field of work are considered an asset.</p>

Experience required: A minimum of 5 years of relevant administrative or clerical work experience is required.

Language requirements: Fluency in English (written & verbal) is required. Knowledge of another official UN Language (Arabic, Chinese, French, Russian or Spanish) and a local language (as applicable) is an asset.

Is this role a Representative, Deputy Representative, Chief of Field Office, the most senior Child Protection role in the office, Child Safeguarding Focal Point, or Investigator (OIAI)?:

No

Is this post a Direct contact role in which incumbent will be in contact with children either face-to-face, or by remote communication, but the communication will not be moderated and relayed by another person?:

No

Is this post a Child Data role in which incumbent will be manipulating or transmitting personal-identifiable information on children such as names, national ID, location data, or photos)?:

No

The selected candidate for this position will be required to engage with vulnerable children:

No

Competencies and level of proficiency required:

Recruitment Qualifications:

Attachments: [JD Administrative Assistant G5 CSC Brussels.pdf](#)
[JD Administrative Assistant G5 CSC Brussels.docx](#)
[UNICEF PPD Europe Pillar - Organogram -1 February 2026.pdf](#)

Print