

TA Requisition/TOR Form

(FOR Temporary Appointments)



UNICEF Cameroon: TERMS OF REFERENCE (TOR)

Job Title and Level: Administrative Associate (Protocol) – GS6

Section: Operations/Administrative unit

Duration: 364 days

Duty Station: Yaoundé, Cameroun

1. Purpose of Assignment & Justification:

Under the guidance and direct supervision of the Administrative Officer, the Administrative Associate (Protocol) facilitates and advises on protocol matters including accreditation, visa matters, shipping, and customs clearance, of motor vehicle for UNICEF Cameroon Country Office and ensuring high quality and accuracy of work to obtain optimum services. He/she analyses and interprets rules and guidelines and provides solutions to a wide spectrum of complex issues related to these services. The Protocol Associate captures and monitors costs for services rendered and ensures timely cost recovery and cost-effectiveness. He/she promotes a collaborative, client-focused, quality and results-oriented approach consistent with UNICEF Rules and Regulations in the delivery of services to clients.

The Administrative Associate Protocol works in close collaboration with the Operations, Programme and Project teams in the Country Office (CO), government counterparts, embassies, diplomatic missions and other resident and non-resident agencies.

2. KEY ACCOUNTABILITIES and DUTIES & TASKS

Within the delegated authority and under the given organizational set-up, the incumbent may be assigned the primary, shared, or contributory accountabilities for all or part of the following areas of major duties and key end-results.

1. Implementation of operational strategies

- Full compliance of UNICEF rules and regulations, policies and strategies on protocol, shipping, and customs.
- Interprets, reviews, and provides advice on protocol and immigration statutes on immunities and privileges, host country agreements, cross border activities.
- Ensure implementation of cost saving measures through advanced planning and effective organization of daily/weekly schedules of work.

2. Efficient liaison support

- Responsible for overseeing all protocol issues with the Ministry of External Relations (MINREX).
- Liaises and follows up with the diplomatic and consular services on issuance of outbound visa.
- Arranges for the processing of MINREX Accreditation letters and Cameroonian Driving Licenses for International Staff and their dependents. Ensure prompt clearance of UNICEF consignments and shipments of personal effects of UNICEF personnel.

- Communicate and follows up with the Ministry of External Relations and Immigration Department on passes and resident and work permit formalities as required for international staff including their dependents.
- Liaises and follows up with the Ministry of External Relations and Immigration Department on all new policy circulars or revisions on privileges and immunities.
- Coordination with Airports Authorities for welcoming and reception assistance of visitors.
- Liaises and follow up with MINREX for Post Concurrences of newly created posts.
- Support staff in correct filling out of visa application forms, prepares note verbale and submits to the concerned embassies, ministries, Immigration Office and make continuous follow ups ensuring timely issuance of visas (residence, visit, entry, or business).
- Alerts staff three months in advance regarding the expiry of their visas and ensure the timely visa extension requests are submitted to the Ministry of External Relations. Prepares monitoring table showing the status of visa, ID cards, passport details and share with the Supervisor on weekly basis.
- Maintains files of documents related to staff visas.
- Familiarizes himself/herself with the visa requirements of all countries and shares forms and information with the staff upon request. Provides information to the staff regularly on protocol, protocol, shipping and customs rules and regulations, including other pertaining matters and assists in completing the requirements for obtaining international visit visas, import/export of household effects, Note Verbale, Diplomatic/Non-Diplomatic ID cards, Airport Pass etc.

3. Efficient administrative support

- Drafts correspondence on protocol matters and guides CO team and other resident and non-resident agencies on appropriate protocol and correspondence guidelines when communicating with government and other external partners.
- Conducts briefing for staff on their diplomatic privileges and immunities in Cameroon
- Prepares briefing notes for new staff on immigration formalities and ensures that the information is continuously updated.
- Guides staff on completing relevant host country applications governing privileges and immunities.
- Maintains and ensures accuracy of the data stored in the electronic database and updates the filing system, containing relevant information relating to staff members/dependents, their entitlements and ensures quick retrieval of required information. Tracks the expiry dates of documents and visas.
- Actively undertakes cost recovery and ensures timely settlement of accounts by clients and projects for services provided.
- Organization and coordination of shipments and customs clearances.
- Process requests for issuance or revalidation of CBR booklets for international staff.
- Process requests for exemption certificates for all kind of imports. Prepare exemption certificate, get it approved by MINREX and then prepare the customs clearance and excise and taxation letter to facilitate the shipping agent for the consignment clearance. Keep track of consignment delivery status.
- Process requests for export permission for international staff on time when they leave the country upon completion of their assignments.
- Assist office/international staff for obtaining exemption certificates for official/personal vehicles and registration of vehicles. Also assists in obtaining sale permission and export permits at the time of selling of vehicles or leaving the country.

- Arrange for airport pick-up of staff and high-level officials and assist in expediting the custom and immigration procedures, as required.
- Liaison with other embassies, consulates on issuance of staff members from other UNICEF offices on inbound and outbound visas for other countries.

4. Ensures coordination and arrangement of logistics for office events in the CCO focusing on achievement of the following results:

- Provides logistical support to the incoming missions and medical evacuations
- Interacts with the Ministry of External Relations, Immigration Department, Airports Authority to obtain various clearances, security detail of VIPs, landing rights etc.
- Make hotel reservations for new international staff members, UNICEF visitors, consultants on duty travel and/or participants to regional meetings organized in Cameroon.

5. Support to knowledge building and knowledge sharing in the CCO focusing on achievement of the following results:

- Participation in the trainings for the Programme, operations, project staff and UN agencies on shipment, customs, and protocol related topics.
- Sound contributions to knowledge networks and communities of practice

6. Performs any other duties and responsibilities assigned as required.

2. Supervisor: Administrative Officer, NO2, #71602

3. Qualifications or specialized knowledge/experience/competencies required for the assignment:

EDUCATION :

- Completion of Secondary education with specialized training in administration, diplomacy, or related field. University Degree in Business or Public Administration desirable, but it is not a requirement.

WORK EXPERIENCE :

- 6 years of purely experience in Protocol services. *For this position, a bachelor's degree from a recognized academic institution in a relevant field may replace three years of related work experience. A master's degree may replace additional two years.*
- Experience in the usage of computers and office software packages (MS Word, Excel, etc.).
- Experience in handling of web-based management systems.
- Knowledge of UN and GOP protocol, immigration, customs and excise processes, procedures, policies, working methods and practices.

4. LANGUAGE REQUIREMENT:

- Fluency in English and French is required.

5. COMPETENCIES

Core value

- Care, Respect, Integrity, Trust, Accountability, Sustainability

Core Competencies

- 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)

6. Submitted by:

Name and Title:

Date: _____ **Signature:** _____

7. Review & Endorsement:

1) Reviewed by Human Resources:

Signature and Date: _____

8. Approved by: Representative:

Date: _____ **Signature:** _____