

# Job Title: Business Support Assistant (Damascus Field Office) FT G4 VA049-2017

## POSTING DATES

From 25 May 2017 to 8 June 2017

## CONTRACT TYPE & DURATION

Type: Fixed term contract.

Duration: One year.

## ABOUT WFP

The United Nations World Food Programme is the world's largest humanitarian agency fighting hunger worldwide. The mission of WFP is to help the world **achieve Zero Hunger** in our lifetimes. Every day, WFP works worldwide to ensure that no child goes to bed hungry and that the poorest and most vulnerable, particularly women and children, can access the nutritious food they need.

## STANDARD MINIMUM QUALIFICATIONS

**Education:** Completion of secondary school education.

**Experience:** Four or more years of progressively responsible work experience in the relative business stream with experience in general administrative work.

### Knowledge & Skills:

- Proficient in the use of office equipment and computer software packages, such as Microsoft Word.
- Knowledge of work routines and methods in order to complete processes under minimal supervision.
- Uses tact and courtesy to give and receive information to a wide range of individuals.
- Ability to identify data discrepancies and rectify problems requiring attention.
- Ability to offer guidance or basic on-the-job training to more junior staff.

**Language:** Fluency (level C) in English language and Arabic language.

## ORGANIZATIONAL CONTEXT

These jobs are found in Country Offices (COs), Regional Bureaux (RBs), and Headquarters (HQ). Job holders may either perform administrative support functions in the front office and report to the Business Support Associate, or provide administrative support to team(s) with the reporting line to the relevant Head of Unit, Chief, or the designate. In cases where these positions support a specific business stream, the reporting line may be to the relevant Head of Unit, Chief, or the designate.

At this level, work is carried out under minimal supervision. Job holders are expected to produce organised and accurate work, undertaking specific business support activities. They may offer guidance on standard practices to more junior staff in their area of work.

## JOB PURPOSE

To deliver standard business support processes for a specific professional area of work, to facilitate effective service delivery.

## KEY ACCOUNTABILITIES (not all-inclusive)

1. Gather information with clear direction to support the drafting of documents and preparing reports by other staff.
2. Respond to queries and escalate where appropriate, in order to provide a timely and accurate service to clients.
3. Support processing and managing routine administrative and financial tasks in various functional areas, to contribute to the effective and timely management of resources.
4. Provide revision and proof-reading services for standard documents, to contribute to the development of accurate documentation.
5. Take responsibility for the maintenance of set standard systems and files, to ensure information is accurate and readily available for the function.
6. Identify simple discrepancies in statistics and data, such as missing information, and report to senior staff in order to support clients to deliver their work.
7. Take responsibility for data integrity to facilitate availability of accurate information in corporate systems.
8. Provide guidance on routine business support methods and practices to junior colleagues to ensure services are delivered consistently and to the required standards.
9. Work with a variety of individuals, taking on feedback where appropriate to assist in business support delivery for staff.

## TERMS AND CONDITIONS

- Please upload your CV in English.
- Only short-listed candidates shall be contacted.
- Candidates must get an auto confirmation email once applying.
- ***Female candidates are strongly encouraged to apply.***

## HOW TO APPLY

### WFP Candidates

<https://performancemanager5.successfactors.eu/sf/jobreq?jobId=55006&company=C0000168410P&username=>

### External Candidates

<https://career012.successfactors.eu/sfcareer/jobreqcareer?jobId=55006&company=C0000168410P&username=>