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| **Job title: Office Assistant****Grade: GS-4****CCOG code: 2.1.01****Purpose of the role**: to provide a variety of routine administrative transactions and office support functions contributing to the smooth and efficient running of the Office of the Director-General and assist the Director-General as required. |
| **Unit description**: responsible for overall accountability for implementing the mission and vision of ICCROM. The Office of the Director-General oversees and coordinates all Units to ensure the optimal use of resources. |
| **Principal functions**The role involves, but is not limited to, the following functions:1. Responsible for various administrative and operational duties necessary to efficiently run the Office of the Director-General.
2. Draft and dispatch various communication outputs (e.g. e-mails, letters, Note Verbale, etc.) in line with procedural and protocol guidelines and style with respect to ICCROM formal communications and other documents.
3. Plan, schedule, and prepare meetings and appointments of the Director-General, including taking notes and minutes and monitoring deadlines as required.
4. Coordinate the collection of inputs and information from various colleagues to prepare timely output for the Director-General.
5. Review documents, PowerPoints and other inputs as required.
6. Assist the Director-General in the Organization of missions, including travel arrangements, reservations, processing requests for visas and other administrative tasks to ensure the smooth running of the duty travels.
7. Support the Director-General in managing visits of external visitors, including Ambassadors and high-level officials.
8. Organize and maintain paper and electronic files, conduct research and disseminate information through the most appropriate means.
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| **Additional functions**The holder of this position will also be responsible for the following additional duties:1. Undertake office management activities such as storing, retrieving and integrating information for dissemination to staff and clients.
2. Collaborate with colleagues to organize, coordinate and advise on representation and protocol services to secure support for and implement policy of the Organization and ensure compliance of activities with international norms of diplomatic protocol.
3. Support other Units for visa-related issues.
4. Initiate, view and track a variety of administrative transactions in the Organizational systems and tools.
5. Perform other duties as assigned consistent with the staff member’s background and experience and the needs of the Organization.
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| **Budget responsibility:**No |
| **Main relationships**Reports to: Director-GeneralCoordinate roles: consultants and internsOther relevant relationships:The holder of this position works in close collaboration with the Director-General, and all ICCROM colleagues in support of the management, creation, analysis and presentation of plans and programmes. |
| **Technical knowledge**1. Degree in a field relevant to International Studies, in a related field, or equivalent professional experience.
2. Relevant work experience in office support, secretarial, and administrative tasks in an international professional environment, together with organizational and coordination experience.
3. Knowledge of the institutional communication, documentation and protocol standards.
4. Sense of diplomacy, discretion and professional integrity.
5. Fluency in English and French, and any other language is an advantage.
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| **Organizational competencies**ICCROM is a small organization, defined by the number of staff, with a very large remit. All of our people need to ensure that they demonstrate the required behaviours so that we can deliver on our mission. These behaviours underpin everything we do internally and when working with stakeholders.The ICCROM Competency Framework provides an inventory of expected skills and relative behaviours that lead to successful performance:* **Results focus**

Takes accountability for the delivery of agreed results in service of the strategic directions and plans, and demonstrates an understanding of how these contribute to the goals of ICCROM.* **Planning and organizing**

Establishes a realistic and systematic course of action to accomplish objectives, determines priorities, and allocates resources effectively.* **Innovates and embraces change**

Demonstrates initiative and creativity, developing new ideas and approaches and taking initiatives, when required. Continually seeks to improve the knowledge, skills and work processes.* **Decision making**

Forms sound, evidence-based judgments, makes choices, assesses risks to delivery, and takes accountability for results. Takes responsibility for own words and actions and can be relied upon consistently.* **Building and maintaining relationships**

Builds and maintains relationships outside own immediate team, partnerships and networks to achieve common goals. |
| Any change, addition, omission or other alteration of the present Job Description will be made after contacting the staff member and will be communicated by written notification. |
| Director-General | Human Resources | Post Holder |
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