**WORLD HEALTH ORGANIZATION**



*Terms of Reference*

*for*

**Team Assistant**

Type of contract: **Special Services Agreement (SSA)**

Location: **Mafraq, JORDAN**

Level: **G-04**

Duration: **Until 31 December 2013, subject to renewal, according to availability**   **of funds**

**Objectives of the programme**:

To ensure that effective WHO country presence is established to implement WHO country cooperation strategies that are aligned with Member State’s health and development agendas, and harmonized with the United Nations country teams.

The objectives of WHO's emergency humanitarian action (EHA) program in Jordan are as follows:

1. promptly assessing health needs of populations affected by crisis, identifying priority causes of ill-health and death;  preparing damage estimates and emergency response and rehabilitation plans;  providing prompt, credible health information and ensuring the continuity of essential health services;
2. coordinating and monitoring emergency health relief efforts under the aegis of the Inter-Agency Standing Committee Health Cluster, of which WHO is the lead agency;
3. ensuring that critical gaps in the health response are rapidly identified and filled;
4. revitalizing and building the capacity of national health systems to deal with preparedness, mitigation and response.

**Purpose of the function:**

To provide a variety of secretarial/administrative work in support of project /programme activities.

**Duties & Responsibilities:**

Under the supervision of the Field Office Coordinator and the overall oversight of the WR, the SSA holder shall perform the following duties:

1. Provide a full range of secretarial services, ensuring that deadlines are met and correspondence and queries are responded to in a timely manner. Type and edit technical reports, documents and presentations in accordance with WHO style, draft general correspondence on own initiative or upon instructions.
2. Receive, screen and process incoming correspondence and requests, obtain and attach background information and forward to the staff concerned; draw their attention to specific issues/problems as necessary.
3. In close coordination with the Administration/Finance unit, process all requests related to programme activities, such as procurement of goods and services, DFC, APWs, fellowships, consultants, etc. obtain necessary approvals and initiate action in GSM. Follow up with concerned parties the completion of deliverables and payments.

1. Make necessary arrangements for field visits and duty travel of team members, consultants and visiting missions, follow up on ticket and hotel reservations, security clearances, and process travel requests in GSM.
2. Assist in organizing meetings, workshops and training activities, by typing documents and presentations, sending letters to participants, photocopying and preparing files; follow up with logistics units regarding arrangements. Provide secretarial support during meetings.
3. Screen and receive visitors and telephone calls, make appointments, answer queries of and/or redirect visitors and callers. Update and maintain records and reference files.
4. Replace support staff, and perform other related duties including provision of support to other areas of work and teams as required.
5. Any other tasks / duties as needed by the WR and the field office coordinator.

**Competencies:**

1. Communication in an effective and credible way
2. Producing results
3. Fostering Integration and team work
4. Knowing and managing oneself.

**Required Skills and Experience:**

**Functional Skills and Knowledge:**

1. Good knowledge of pertinent WHO procedures and established rules.
2. Good drafting skills.
3. Good team work skills.
4. Ability to deal with people of diverse backgrounds - Ability to work under pressure.

**Education:**

**Essential:** Completion of secondary education supplemented by secretarial/administrative training

**Desirable:** University degree in business administration, social sciences or related field is an asset.

**Experience:**

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| **Essential:** 2-4 years progressive experience in secretarial/administrative work, preferably in the UN system |
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| **Desirable:** Experience of work in UN and/or other international organizations. |

**Languages:**

Very good knowledge of English and local language.

**Other Skills:**

- Ability to operate PC and good knowledge of Microsoft applications

- Knowledge of GSM/Oracle applications is an asset.

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*Interested candidates should send their CVs to* [*emwrojor@who.int*](mailto:emwrojor@who.int) *maximum by 9 November 2013. Only short-listed candidates will be contacted.*  Local residents are highly-desirable.