**WORLD HEALTH ORGANIZATION**



*Terms of Reference*

*for*

***Programme Assistant***

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

Location: **Amman, JORDAN**

Level: **G-05**

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 administrative work for the assigned projects: coordinating, monitoring and administering the efficient daily running of project/programme activities.

**Duties & Responsibilities:**

Under the supervision of the WR and general guidance of the Emergency Public Health Coordinator and relevant Project Officer(s) work is performed in a typical office environment. Work is assigned by supervisor who gives instructions on non-routine matters. Routine tasks are performed independently. Work is reviewed upon completion for overall accuracy, timeliness and attainment of objectives. Established guidelines are available and work environment is reasonably well structured. However, there may be unusual situations in which the incumbent may be required to interpret existing procedures to develop a particular course of action. The incumbent will perform the following duties:

1. Provide full administrative support to the assigned programme. Draft, review and revise correspondence, reports and documents for proper format and content in consultation with the supervisor. Independently compose correspondence of administrative nature, take notes at meetings, provides informal interpretation/translation when required;
2. Prepare and process travel requests for team members using GSM, arrange for visa issuance, security clearance, flight and hotel bookings, follows up travel related issues of national and international missions;
3. Scan, record, refer and follow up correspondence and documents, evaluate the urgency or critical nature bringing them to the attention of the responsible staff. Inform and remind responsible staff of follow-up dates, response or specific actions, supplying supporting material as appropriate;
4. Using GSM, monitor aspects of the implementation of country activities, funds for project/programme budget levels and financial expenditures, according to the approved country workplan. Initiate and process different transactions in GSM, including procurement of goods and services. Follows up with concerned parties the receipt of deliverables and finalization of payments;
5. Compile background material for planning, monitoring and evaluation (including mini-review) exercises. Maintain and update the filing of technical documents and correspondence (soft/hard copies and databases if applicable). Create background reference material as appropriate; access and retrieve relevant material;
6. Finalize all administrative and logistics preparations required for the organization of meetings held in the country (working groups, seminars/courses, workshops) and pay per diem to participants as appropriate (if needed);
7. Respond to and act on telephone enquiries in a timely manner. Assess the critical nature of technical issues and direct them to appropriate staff for reply. Coordinate appointments for supervisors;
8. Brief colleagues on general office administrative process. Assist/replace administrative staff in the team and perform other related duties as required. Participate in field visits, if required;

**Competencies:**

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

**Required Skills and Experience:**

**Education:**

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

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

**Experience:**

**Essential**: At least 5 years of progressive secreterial/ administartive related experience

**Desirable:** Experience of work in UN and/or other international organizations.

**Languages:**

Very good knowledge of English and the local language.

**Other Skills:**

- Good knowledge of Microsoft applications.

- Knowledge of ERP/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.