

**JOB DESCRIPTION/ TERMS OF REFERENCE****POSITION CODE :137****DATE REVISED : 02/2025**

JOB TITLE	TRAVEL AND PROTOCOL OFFICER
INSTITUTION	WEST AFRICAN HEALTH ORGANIZATION
GRADE	P3/P4
ANNUAL SALARY IN AMERICAN DOLLARS	37 431,66 / 52 379,70
NUMBER OF POSITIONS	1
DIRECTORATE	ADMINISTRATION AND FINANCE
DIVISION	CONFERENCES, PROTOCOL AND LANGUAGE SERVICES
LINE SUPERVISOR	HEAD OF CONFERENCE, PROTOCOL AND LANGUAGE SERVICES DIVISION
SUPERVISING	SENIOR PROTOCOL ASSISTANT

JOB OVERVIEW:

Under the supervision of the Head of the Conferences, Protocol, and Language Services Division, the Travel and Protocol Officer provides logistical support and protocol services for WAHO staff, Member State delegates and VIPs during meetings or visits to the Organization, in accordance with host country and/or ECOWAS policies and international Good Practices.

ROLES AND RESPONSIBILITIES

1. Develop a detailed plan and schedule for quarterly WAHO meetings;
2. Monitor the implementation of the WAHO Quarterly Meeting Plan;
3. Coordinate the organization of Statutory and Program Manager meetings;
4. Coordinate the search for and provision of sites, materials and equipment, as well as service providers for internal and external meetings;
5. Develop and maintain a database of contractual hotel and meeting service providers who meet internationally recognized standards, are secure and reliable, and offer competitive rates;
6. Ensure that colleagues and meeting participants receive detailed and timely information ;
7. Coordinate the handling of diplomatic protocols, privileges and immunities, including travel services activities;
8. Coordinate shuttles between airports and hotels, as well as organized trips, etc. ;
9. Maintain staff and participant travel database;
10. Act as contact person for meeting expenses and related information;
11. Coordinate immigration and airport security formalities for staff and delegates;
12. Manage all logistical procedures for transport operations, ensuring that customers are informed and comply with travel guidelines and procedures;
13. Ensure that travel information and recommendations cover identified security risks and security plans ;
14. Carry out any other official duties that may be assigned by line supervisor.

REQUIRED QUALIFICATIONS, WORK EXPERIENCE AND COMPETENCIES**Qualifications:**

- Bachelor's degree in international relations, political science, humanities, social sciences, administration, from a recognized university;

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- An advanced degree in one of the above fields is an added advantage.

Work experience :

- At least five (5) years' increasingly responsible professional experience in the field of protocol, travel, tourism, hospitality or a related field;
- Thorough knowledge of the norms, rules and customs of international diplomatic protocol, as well as current practices within the ECOWAS system or similar international organizations;
- Have a good knowledge of diplomatic and travel service procedures within a governmental or international organization, as well as proven experience in developing constructive working relationships with host country governments;
- Proven experience in organizing international conferences and events;
- In-depth knowledge of international travel logistics standards, rules and practices, as well as those of international organizations;
- Have a good knowledge of the air transport sector, of travel planning within a governmental or international organization, and proven experience in developing constructive working relationships.

ECOWAS KEY COMPETENCIES**P3-02-01****LEADERSHIP**

- Ability to persuade/influence others to consider a certain point of view, adopt a new idea or implement new methods and practices;
- Ability to lead a team of trainees/junior staff and instill a spirit of teamwork to engage employees and achieve a well-defined set of activities;
- Ability to respect chain of command in an appropriate manner;
- Ability to resolve challenges that occur with minimal direction and/or to recommend and explain solutions or alternatives for approval;
- Ability to utilize the Code of Ethics to manage self, others, information and resources;
- Ability to mentor others and create feedback loops with supervisors, colleagues and the subordinates to build strong working relationships and improve performance;
- Contribute to maintaining organizational unit's performance goals and standards.

P3-03-01**CLIENT SERVICE ORIENTATION**

- Interpersonal skills with ability to keep a client informed of progress or setbacks in projects of relevance to timeline, quality and quantity;
- Ability to proactively interact with clients and build strong trusting relationships based on mutual respect and regular discussions;
- Ability to establish and sustain professional credibility with clients/stakeholders in a manner that anticipates their need, mitigates issues and that carefully balances professional obligations with the need to be sensitive and responsive to their needs;

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- Ability to counsel, advise, consult and guide others on matters pertaining to assigned client service responsibilities and established client service standards;
- Proven experience in the management of health information system;
- Knowledge in database development and management. Dhis2 knowledge will be an advantage;
- Advanced knowledge in health information analysis tools;
- Excellent management capacity, including networking and alliance building;
- Ability to work within a multinational environment and with a diverse range of people and organizations at the national, regional and global levels;
- Demonstrated ability to work in team setting, group facilitation and good interpersonal skills;
- Proven knowledge of new developments in own occupation/profession;
- Effective organizational skills with the ability to prioritize.

P3-04-01**MULTICULTURAL SENSITIVITY AND ADVOCACY**

- Demonstrate respect for cultural differences, fairness and ability to relate well with people from varied backgrounds, nationality, gender, ethnicity, race and religion;
- Understanding of diverse cultural views especially within West Africa, with sensitivity to group differences; ability to challenge bias and to practice tolerance and empathy;
- Ability to listen actively, consider people's concerns and apply judgement, tact and diplomacy;
- Ability to work in a diverse and inclusive interactive environment that benefits from diverse strengths;
- Ability and responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work;
- Ability to encourage, empower, and advocate for people in an un-biased and transparent manner.

P3-05-01**KNOWLEDGE OF ECOWAS**

- Knowledge of ECOWAS institutions, sectors, programmes and policies;
- Knowledge of ECOWAS internal operational requirements of programs, projects, services and systems required to achieve work assignments and meet performance goals;
- Knowledge of rules and procedures of ECOWAS associated assigned responsibilities and ability to explain these clearly to others;
- Knowledge of the ECOWAS culture, structures and performance issues and priorities impacting assigned responsibilities;
- Knowledge of member states development trends, indicators, challenges and opportunities as it relates to project/programme assigned to own position.

P3-06-01**ANALYTICAL AND CRITICAL THINKING**

- Ability to study data/information from a variety of sources, identify anomalies, trends and issues, present findings, and make recommendations;
- Ability to break down problems or processes into key parts to identify and solve gaps in service, quality assurance, compliance and performance targets;
- Knowledge of and ability to apply techniques to generate creative ideas and new approaches to meeting goals;

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- Ability to use evidence and research to inform policies and programs and identify relevant and appropriate sources of information, including stakeholders, regional institutions and/or internal committees.

P3-07-01**COMMUNICATION**

- Demonstrate operational computer proficiency using appropriate tools;
- Ability to make sound use of graphics and tables to effectively present numerical data to write semi-complex technical reports/proposals and edit/check templates, letters, etc.
- Ability to convey information clearly and concisely in a succinct and organized manner through both writing and verbal means, ;
- Exhibit interpersonal skills, make presentations, express opinions and debate ideas with others in a constructive manner;
- Proficiency in information communication technologies (ICT);
- Fluency in oral and written expressions in one of the ECOWAS official languages (English, French & Portuguese). Knowledge of an additional one will be an added advantage.

P3-08-01**PLANNING AND IMPLEMENTATION**

- Ability to develop, implement an individual action plan for achieving specific work goals;
- identify, organize and monitor tasks throughout to facilitate execution;
- Ability to contribute and/or lead on projects as per accepted project management standards and techniques, to co-ordinate contributions by others to set and meet deadlines;
- Ability to organize work, set priorities, and work within timelines, giving attention to details, stakeholders, indicators and risks;
- Ability to identify, collect and assess indicators to monitor performance and to take proactive remedial action as required.

General Conditions**Citizenship**

Applicants must be citizens of an ECOWAS Member State.

Age Limit

They must not be more than 45 years of age at the time of recruitment.

Duty Station

WAHO is in process of relocation from its current location in Burkina Faso. the post will be located in an ECOWAS country to which WAHO relocate.