



## JOB PROFILE

<b>JOB TITLE</b>	<b>SENIOR PROTOCOL ASSISTANT</b>
<b>JOB CODE</b>	<b>117</b>
<b>INSTITUTION/AGENCY</b>	<b>WEST AFRICAN HEALTH ORGANISATION (WAHO)</b>
<b>GRADE</b>	<b>G6</b>
<b>DIRECTORATE</b>	<b>ADMINISTRATION AND FINANCE</b>
<b>ANNUAL SALARY</b>	<b>24,353.30- 30,932.71</b>
<b>NUMBER OF POSITIONS</b>	<b>1</b>
<b>STATUS</b>	<b>PERMANENT</b>
<b>DIVISION</b>	<b>CONFERENCES, PROTOCOL AND LANGUAGE SERVICES</b>
<b>LINE SUPERVISOR</b>	<b>TRAVEL AND PROTOCOL OFFICER</b>
<b>SUPERVISING</b>	<b>N/A</b>
<b>DUTY STATION</b>	<b>CÔTE D'IVOIRE</b>

### ROLE OVERVIEW

Under the supervision of the Travel and Protocol Officer, the Senior Protocol Assistant shall provide technical administrative support in planning, execution, management and coordination of all aspects of protocol and travel services for WAHO staff and partners.

### ROLE AND RESPONSIBILITIES

1. Advise on all protocol matters, including host country protocol, customs procedures and rules of diplomatic courtesy.
2. Coordinate and supervise all preparatory activities related to official trips, events and ceremonies, whether taking place abroad or nationally.
3. Coordinate all logistical aspects necessary for the smooth running of meetings, conferences and other official events.
4. Identify and evaluate potential venues and appropriate infrastructure, draw up guest lists and seating plans, oversee arrangements for media coverage, and make proposals for protocol gifts for associates and high-ranking visitors to WAHO, etc.
5. Develop detailed travel itinerary proposals for official missions, considering protocol and logistical requirements.
6. Plan and coordinate arrangements for accommodation and local transport for participants and delegations.
7. Make informed recommendations on matters of etiquette, local customs and cultural sensitivities.
8. Contribute to updating a database of reliable sources on government institutions, interest groups and other organisations, providing accurate and timely information on political, economic and social developments in various countries.
9. Regularly update the database of key contacts for reliable and secure meeting venues in Member States.
10. Maintain a database of ECOWAS laissez-passers.
11. Contribute to identification of security risks and development of security plans.



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12. Oversee and ensure rigorous processing of requests for customs duty exemptions, diplomatic registration and identity documents for professional staff, in accordance with established procedures and local regulations.
13. Attend events, assist with the reception and introduction of guests.
14. Coordinate transportation services for high-ranking officials, new staff members, guests and delegates upon arrival and departure from the airport and hotels.
15. Prepare *Notes Verbales* for staff.
16. Coordinate and follow up on visa applications for staff and their dependents.
17. Review and format diplomatic passport application letters addressed to the relevant ministries in the various Member States.
18. Contribute to preparing the division's budget and work programmes.
19. Perform any other duties as may be assigned by supervisor.

### ACADEMIC QUALIFICATIONS, SKILLS EXPERIENCE

#### Education:

- Hold a Higher Technical Certificate (BTS/DUT/DTS) or *Higher National Diploma (HND)* or equivalent certificate in Protocol, Administration, International Relations or Political Science from a recognised higher education institution.
- Higher degree in one of the above fields is an added advantage.

#### Work experience:

- At least eight (8) years of progressively more responsible professional experience in the field of protocol, as well as in the organisation and management of events, meetings and conferences within an international organisation or in a multilateral environment. Thorough mastery of international travel procedures and formalities.
- Thorough knowledge of travel requirements and logistics, visa application procedures, and expertise in ticketing and reservations.
- Knowledge of ECOWAS policies, procedures and practices in conference organisation, as well as standards, rules and customs of international diplomatic protocol, including specific practices in force within ECOWAS.
- Good command of planning and implementation of administrative and logistical arrangements for organising meetings, conferences and workshops, both at the Organisation's headquarters and at external venues.
- Ability to research, select, organise and summarise information needed to prepare meetings with ability to identify problems, formulate opinions, draw conclusions and make recommendations.

### AGE LIMIT

- Must be a citizen of an ECOWAS Member State.
- Must not be more than 35 years of age at the time of recruitment.



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- This does not apply to internal candidates.

### ECOWAS KEY COMPETENCIES

#### G6-02-01 LEADERSHIP

- Proven experience in leading group discussions to provide participants with platforms for exchanging information, ideas and awareness, as well as gathering feedback.
- Excellent networking and teamwork skills, with proven ability to positively influence colleagues when faced with challenges, guiding them towards solutions and building their confidence.
- Ability to follow the chain of command.
- Ability to motivate self and/or others to actively engage and complete tasks.
- Ability to manage own career and performance and seek help or mentoring when necessary.

#### G6-03-01 CLIENT SERVICE ORIENTATION

- Demonstrate exemplary work ethics, positivity, great motivation, flexibility and problem-solving, critical analysis and conflict management skills to successfully carry out tasks associated with position.
- Ability to take initiative to proactively solve problems and improve quality and/or workload.
- Demonstrate sincere willingness to help others and show empathy to achieve mutual understanding.
- Ability to work as part of a team to support and respond to the demands of clients and stakeholders.
- Ability to manage own time efficiently, multitask and contribute to achieving client service and stakeholder management standards and objectives in line with assigned responsibilities.

#### G6-04-01 MULTICULTURAL SENSITIVITY AND ADVOCACY

- Ability to work with people from diverse cultural backgrounds and understand their interests, needs and perspectives to prevent or resolve misunderstandings and complaints.
- Excellent interpersonal skills with ability to understand cultural differences, particularly in West Africa.
- Ability to listen attentively to people's ideas, requests and concerns and communicate the need for diversity management in daily professional practices, in accordance with ECOWAS rules and policies.
- Ability to take gender issues into account and ensure equitable participation of men and women in all areas of work.
- Ability to integrate diversity into service delivery and handling of requests, while recognising and overcoming prejudices and stereotypes concerning certain groups and individuals.



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### G6-05-01

### KNOWLEDGE OF ECOWAS

- Basic understanding of the mandates and functions of ECOWAS.
- Good command of ECOWAS procedures and practices related to assigned responsibilities (including interpretation of regulations) and work tools such as ICT.
- Ability to apply ECOWAS standards for electronic communication, report writing and correspondence, as well as ensure record keeping and writing of reports and information related to assigned tasks.
- Ability to explain ECOWAS programmes and projects related to duties and demonstrate thorough understanding of the data used by the department/institution/agency, including data location within the system. Ability to identify links between data in the system and anticipate the impact of data entries and modifications on other components of the system.

### G6-06-01

### ANALYTICAL AND CRITICAL THINKING

- Excellent numeracy skills, with ability to collect, compile, classify and summarise data in a methodical manner.
- Proven ability to contribute to the development and/or implementation of new or modified processes or procedures, in accordance with guidelines and/or best practices (such as verification procedures, approval processes, classification procedures, archiving processes).
- Attention to details, with ability to identify inconsistencies, errors and critical issues, and communicate information clearly and concisely.
- Excellent creative thinking and innovation skills, and demonstrate initiative in devising alternative solutions to processing issues, such as quality, quantity and turnaround times.
- Ability to collect, summarise and structure information and data in a logical sequence.

### G6-07-01

### COMMUNICATION

- Ability to provide relevant feedback on request and constructively incorporate comments from management, colleagues or partners.
- Good command of IT tools with advanced word processing skills and expertise in the use of databases (such as Access), spreadsheets (such as Excel), the internet/intranet, email and social media.
- Ability to relay/redirect or transfer complete and accurate messages to relevant persons /departments.
- Proven tact, diplomacy and excellent interpersonal skills.
- Proficiency in information and communication technology (ICT).
- Good command (oral and written) of any of the official ECOWAS languages, namely English, French and Portuguese. A working knowledge of any of the other languages would be an advantage.

### G6-08-01

### PLANNING AND IMPLEMENTATION



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- Robust time management skills, with ability to independently develop viable and well-structured work plans for own work, and to follow up on all activities until full implementation.
- Ability to mobilise operational planning skills, define professional objectives and determine the steps needed to achieve them.
- Ability to understand and contribute to team or work unit goals, plans and activities, as well as to collective decision-making process.
- Ability to define and coordinate office daily operational activities in accordance with semi-routine administrative practices, such as time management and task organisation over a set period.
- Excellent concentration and organisational skills, enabling one to meet deadlines and produce accurate documents that comply with office standards and practices.

**Assessment method:** Assessment of qualified candidates may include a written exercise and a competency-based interview.

### **ECOWAS Work Environment:**

ECOWAS provides a work environment that reflects the values of gender equality, diversity, integrity and a healthy work-life balance. We are committed to ensuring gender parity in the organization and therefore, we encourage women to apply for positions that suit their competencies. Individuals from minority ethnic groups, indigenous populations, persons with disabilities, and other underrepresented groups are also highly encouraged to apply. Diversity, Equity and Inclusion is at the heart of ECOWAS's workforce.

### **Disclaimer:**

Selection and appointment will be subject to background and reference checks and other administrative requirements.

ECOWAS does not charge for any application, processing, training, interviewing, testing in connection with application or recruitment processes and does not concern itself with information on applicants' bank accounts.

This position is subject to local recruitment pursuant to staff rule article 9.3 of the ECOWAS Staff Regulations (revised 2021). All staff in the General Service and related categories shall be recruited from ECOWAS citizens who are resident in the Member state where the position has been advertised. A staff member subject to local recruitment shall not be eligible for the allowances or benefits exclusively applicable to international recruitment.