



JOB PROFILE

JOB TITLE	ASSISTANT PROTOCOL OFFICER
JOB CODE	138
INSTITUTION/AGENCY	WEST AFRICAN HEALTH ORGANISATION (WAHO)
GRADE	G4/G5/G6
DIRECTORATE	ADMINISTRATION AND FINANCE
ANNUAL SALARY	15,612.30/ 30,932.71
NUMBER OF POSITIONS	2
AREA OF EXPERTISE	1. TICKETING 2. TRAVEL BILLING
STATUS	PERMANENT
DIVISION	CONFERENCES, PROTOCOL AND LANGUAGE SERVICES
LINE SUPERVISOR	SENIOR PROTOCOL ASSISTANT
SUPERVISING	N/A
DUTY STATION	CÔTE D'IVOIRE

ROLE OVERVIEW

Under the supervision of the Senior Protocol Assistant, Assistant Protocol Officers shall provide day-to-day administrative support in the management of ticketing services, travel invoices and relations with travel agencies.

ROLE AND RESPONSIBILITIES

1. Welcome and assist ECOWAS staff, delegates and guests with immigration formalities, airport procedures and hotel reservations.
2. Ensure that the needs of guests and delegates are fully met in terms of hotel reservations, customs and security formalities, etc.
3. Assist delegates and guests with visa formalities upon arrival, if applicable, and follow up.
4. Propose itineraries and ensure tickets are issued on time.
5. Participate in the organisation of meetings, conferences, workshops, etc.
6. Prepare purchase orders for purchasing tickets.
7. Ensure that all payments are supported with required supporting documents.
8. Follow up on invoice payments and archive supporting documents or payment receipts.
9. Ensure that all unused tickets are refunded to the Organisation.
10. Create a database of all trips, classified by category (study trips, home leave, annual leave for local professional staff).
11. Help in the performance of any other duties related to privileges and immunities.
12. 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.



JOB PROFILE

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

Work experience :

- At least five (5) years' experience in event and meeting management and conference organisation within an international organisation or multilateral environment. Have protocol skills relevant to the position. Proven experience in organising and managing international travel formalities.
- Good understanding of fundamentals of budgeting in the field of logistics.
- Good grasp of processing requirements and logistics involved in travel with in-depth knowledge of visa application and procurement procedures, as well as expertise in ticketing and reservations.
- In-depth knowledge of ECOWAS policies, procedures and practices regarding the organisation of conferences; have a good command of international diplomatic protocol standards, rules and customs and have sound knowledge of practices specific to the ECOWAS system.
- Experience in coordinating and preparing documents is desirable.
- Professional experience in hospitality, banqueting or the hotel sector is desirable.
- Have a good command of rules of precedence and protocol.
- Good command of planning and implementation of diplomatic, administrative and logistical arrangements for organizing 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.
- This does not apply to internal candidates.

ECOWAS KEY COMPETENCIES

G4-02-01	LEADERSHIP
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- Ability to explain rules, standards and expectations (including deadlines) clearly and convincingly to ensure compliance with professional rules and expectations.
- Ability to motivate and/or encourage others to actively participate in constructive discussions to formulate recommendations for improving processes, models or other work tools.
- Ability to collaborate positively within a team, participate actively in discussions and contribute to the achievement of common goals.
- Ability to take responsibility for own career and performance with occasional assistance from own line manager or mentor.



JOB PROFILE

- Ability to develop own skills and others' by sharing knowledge, tools, expertise and experience to remain competent and well-informed in the performance of own assigned role.

G4-03-01

CLIENT SERVICE ORIENTATION

- Robust interpersonal, active listening and multitasking skills with sound understanding of client service responsibilities and be able to embody ECOWAS values in all interactions.
- Ability to take initiative to resolve routine problems related to assigned tasks, using good judgement and involving colleagues or line managers as appropriate.
- Ability to work as part of a team and communicate effectively with others to resolve issues and improve services.
- Ability to manage time efficiently and organise the workspace to achieve performance objectives related to assigned client services.
- Ability to direct contacts to the appropriate sources for further information and seek assistance in the event of high demand.

G4-04-01

MULTICULTURAL SENSITIVITY AND ADVOCACY

- Ability to adopt culturally relevant and appropriate approaches with people from diverse cultural backgrounds.
- Good diversity management skills to interact with others in a manner that respects cultural differences and complies with ECOWAS rules and policies.
- Ability to recognise preconceived ideas and stereotypical views of certain groups and individuals and successfully adopt inclusive and culturally appropriate behaviours.
- Ability to take gender issues into account and ensure equitable participation of men and women in all areas of work.
- Have a good command of diversity management regarding daily work expectations and assigned tasks.

G4-05-01

KNOWLEDGE OF ECOWAS

- Sound understanding of ECOWAS' mandate and operational objectives in relation to assigned responsibilities.
- Ability to keep abreast of departmental activities, schedules and objectives relevant to the work team and functional area.
- Sound knowledge of ECOWAS procedures in relation to assigned tasks with ability to exercise discretion in application.
- Demonstrate strong interest in and commitment to ECOWAS values and activities in the daily performance of duties.



JOB PROFILE

G4-06-01 ANALYTICAL AND CRITICAL THINKING

- Ability to manage, process and provide accurate information in the context of assigned tasks.
- Ability to organise files and information to facilitate retrieval and record keeping.
- Ability to identify errors, take prompt corrective action and learn from experience.
- Ability to question established practices and propose improvements in a constructive manner.

G4-07-01 COMMUNICATION

- Excellent command of office tools (word processing, spreadsheets, graphic presentations) and current communication technologies. Ability to write and format presentations, reports, manuals, newsletters and web content;
- Advanced skills in information sharing using technology, while complying with established processes and practices.
- Excellent verbal communication and assertiveness skills with proven ability to recognise and understand others' points of view and respond constructively.
- 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 asset.

G4-08-01 PLANNING AND IMPLEMENTATION

- Ability to organise own time for specific tasks to meet deadlines and quality/quantity requirements.
- Robust organisational skills with excellent ability to break down work into smaller tasks and prioritise essential steps.
- Ability to contribute to upholding Organisation performance standards when implementing new processes, practices and plans adopted by the department and relevant to assigned tasks, with appropriate supervision.
- Ability to monitor progress and set new objectives within the scope of assigned responsibilities.
- Ability to fulfil commitments.

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.



JOB PROFILE

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.