

## Vacancy Notice

<b>Post Title:</b>	Senior Programme Assistant	<b>Duty Station:</b>	Madrid, Spain
<b>Grade:</b>	G.6	<b>Date of Entry into Duty:</b>	As soon as possible
<b>Vacancy Reference:</b>	UNWTO/HHRR/VAC/19/GESE/2025	<b>Duration of Appointment:</b>	Two years
<b>Department:</b>	General Services	<b>Deadline for Applications:</b>	<b>10 August 2025</b>

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### DUTIES AND RESPONSIBILITIES

The **World Tourism Organization (UN Tourism)** is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism.

The **General Services Department** is responsible for ensuring the adequacy and proper maintenance of the infrastructure of UN Tourism premises and utilities contracts, handling reproduction and printing services, distributing mail and internal documents, and securing transportation services.

Under the supervision of the Director of Administration and Finance, the incumbent performs the following duties:

1. Coordinates and oversees daily operations related to the maintenance, repair, and improvement of the Organization's infrastructure, including buildings, installations, and office premises;
2. Reviews, processes, and prioritizes service requests and work orders; assigns tasks to internal personnel and external contractors, ensuring timely and quality delivery; maintains accurate records of work orders, project documentation, and related correspondence;
3. Supervises the work of General Services support personnel and provides guidance on technical and procedural matters;
4. Oversees outsourced services contracts (e.g., cleaning, building maintenance), monitoring performance, ensuring contractual compliance, and liaising with vendors on routine and *ad hoc* issues;
5. Assists in the preparation of technical specifications, scopes of work, and cost estimates for infrastructure projects and maintenance plans;
6. Participates in the technical evaluation of bids and proposals, providing input on vendor qualifications, compliance, and value for money;
7. Coordinates the allocation and reallocation of office and parking spaces in consultation with relevant stakeholders;
8. Supports inventory management of assets, including physical verification, tagging, data entry into the enterprise resource planning (ERP) system, and disposal in accordance with established procedures;
9. Prepares regular inventory and asset reports and assists with physical inventory exercises;

10. Ensures availability of office supplies and monitors the condition and functionality of office equipment, coordinating repairs or replacements as required;
11. Assists in the preparation and monitoring of budgets for the assigned area of work; ensures accurate tracking of expenditures, supports budgetary control functions, and contributes to the preparation of financial and administrative reports;
12. Identifies and reports unusual incidents, safety hazards, and infrastructure-related risks to the supervisor and recommends appropriate follow-up actions or mitigations;
13. Performs other duties, as required.

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## REQUIREMENTS

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| <b>Academic</b>                          | <ul style="list-style-type: none"> <li>▪ Completion of secondary education, preferably supplemented by technical or university courses in a field related to engineering, facilities management, building services, logistics, or a related field;</li> </ul>   |
| <b>Experience and Basic Competencies</b> | <ul style="list-style-type: none"> <li>▪ Five years of progressively responsible experience in facilities management, building maintenance, engineering services, general services administration, or a related field;</li> <li>▪ Experience in coordinating outsourced services;</li> <li>▪ Experience with inventory, asset management, and ERP systems is desirable;</li> <li>▪ Client orientation;</li> <li>▪ Communication skills;</li> <li>▪ Accountability;</li> <li>▪ Planning and organizing;</li> <li>▪ Teamwork;</li> <li>▪ Creativity;</li> <li>▪ Technological awareness;</li> <li>▪ Commitment to continuous learning.</li> </ul> |
| <b>Languages</b>                         | <ul style="list-style-type: none"> <li>▪ Fluency in English and Spanish is essential;</li> <li>▪ Good working knowledge of another of the official languages of the Organization (Arabic, Chinese, French, or Russian) is an asset.</li> </ul>  |
| <b>Computer Skills</b>                   | <ul style="list-style-type: none"> <li>▪ Computer literacy in Microsoft Office software and Windows 11.</li> </ul>  |
| <b>Other Skills and Competencies</b>     | <ul style="list-style-type: none"> <li>▪ Promote tourism for the benefit of people and planet;</li> <li>▪ Integrity;</li> <li>▪ Professionalism;</li> <li>▪ Respect for diversity</li> <li>▪ Previous experience in the United Nations or another international organization is a strong asset.</li> </ul>  |

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**Remuneration** The initial base salary is EUR 49,645 per annum.

**Other conditions** The initial grade and step on appointment will be determined by the Secretary-General on the basis of qualifications and in the light of previous similar appointments and could be at a grade different from that shown above. Appointments are normally at step 1 of the grade. The Secretary-General reserves the right to appoint a candidate at a lower level than the advertised level of the post.

If, following consideration of applications, the Secretary-General proceeds to fill this vacancy, a fixed-term appointment for a period of two years – subject to a four-month probationary period – will be offered. There is, however, no guarantee either that the initial contract will be renewed or that a career appointment within UN Tourism will subsequently be offered.

**The type of recruitment is local.**

**Application  
Procedure**

Interested applicants are requested to complete the [Online UN Tourism Personal History Form](#). Please note that UN Tourism will only accept applications received through our web-based system. Applications sent by other means (e.g. post, email, etc.) or received after the deadline indicated above, will not be taken into consideration.

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- Candidates who do not receive any feedback within three months of the deadline should consider their application as unsuccessful;
  - In filling vacancies, due regard will be paid towards maintaining a staff selected on a wide and equitable geographical basis. Candidates of all nationalities are welcome to apply; under similar circumstances, preference will be given to nationals of UN Tourism Member States. Women candidates and nationals from non-represented Member States in the UN Tourism Secretariat are encouraged to apply;
  - Short-listed candidates may be asked to take a competitive exam and/or interview as part of the final phase of the selection process. These candidates will be contacted directly for this purpose.