



JOB PROFILE

JOB TITLE	PROTOCOL ASSISTANT
JOB CODE	G4/G5/G6
INSTITUTION	INTERGOVERNMENTAL ACTION GROUP AGAINST MONEY LAUNDERING IN WEST AFRICA (GIABA)
GRADE	20003315
INSTITUTION/AGENCY	GIABA
DEPARTMENT	SECRETARIAT GENERAL
ANNUAL SALARY	G4: UA 26,768.180 (US\$ 42,234.84) G5: UA 31,502.30 (US\$ 49,704.33) / G6: UA 35,815.21 (US\$ 56,509.24)
STATUS	ABIDJAN – COTE D’IVOIRE
DIRECTORATE	INFORMATION MANAGER
DIVISION	PERMANENT
LINE SUPERVISOR	ABIDJAN, COTE D’IVOIRE
SUPERVISING	g3315proass@giaba.org
DUTY STATION	28/02/2025

ROLE OVERVIEW

Under the direct supervision of the Administrative and Conference Officer, the Protocol Assistant will set up, plan managing and coordinate protocol and logistic aspects activities and events hosted by GIABA where there is a need.

ROLE AND RESPONSABILITIES

- Ensure the planning and implementation of the administrative and logistical arrangements for meetings, conferences, workshops within and/or outside the Headquarters;
- Ensure the update of information (brochures, air ticket costs, prices and contacts) on hotels, conference centres and meeting venues;
- Ensure the search for adequate meeting venues and hotel rooms for meetings to be held outside Headquarters;
- Ensure the preparation of level planes of meeting rooms, offices and other conference venues according to the established needs;
- Ensure the link between GIABA and other ECOWAS units for supplies, equipment, technical and administrative support before, during and after meetings and conferences;
- Order and/or list supplies and equipment for conferences (placards, insignia, flags, gadgets, registration cards, laptop computers, audiovisual equipment ...);
- Ensure the link with the administrative services concerning the inventory/stocking, movements/shipments and distribution of equipment and conference supplies;
- Prepare telephone directories for conferences and information notes for staff;
- Ensure the preparation of notices for notice boards and place them at the appropriate venues;
- Ensure the collection of reference materials for interpreters;
- Prepare the preliminary cost estimates for the different goods and services;
- Ensure the preparation of commitment documents for signature;
- Ensure the follow-up of requests, purchase orders and certification of invoices;
- Ensure the preparation and update of the lists and records of temporary conference staff available, including interpreters;
- Ensure the preparation of correspondences and routine and ad hoc documentation associated with the activities of the Conference Unit;
- Ensure the registration of staff and visitors during meetings;

- Identify, establish and communicate effective logistical procedures to be used in transport operations, ensuring all customers are aware and follow statutory guidelines and company procedures while handling the Institution's vehicles;
- Advise the Transport officer responsible for controlling, supervising and optimizing the allocation of duties to the driver and all staff under their charge to ensure high performance standards are maintained;
- Implement working knowledge of Round the World Fare and fare rules while liaising with the company designated travel agent;
- Obtain quotations from agents or various airlines to find the best flight prices, options, buy and refund airline tickets as requested. Check-in for flights, select seats per preference and send boarding passes;
- Procure necessary visas and medical insurance information for all travels including itineraries related to flights and accommodation as requested;
- Manage databases of frequent flyer miles for directors and management, tickets and other important data;
- Arrange hotels and airport transfers, travel packages in anticipation of travel for Management, staff, meeting participants and contractors working on GIABA projects;
- Provide periodic reports on expenditure and related information regarding travel;
- Maintain cordial relationships with various Government agencies at international and domestic airports to facilitate effective meet and greet services;
- Perform any other duty as may be assigned.

ACADEMIC QUALIFICATIONS AND EXPERIENCES

Minimum NATIONAL DIPLOMA, NCE OR ANY EQUIVALENCE in related fields such as protocol services, public relations, logistics, administration or human resources, sociology.

2 years experiences proven in protocol in an international Institution.

AGE LIMIT:

The minimum age for recruitment is 24 and the maximum age is 45.

Age limit is not applicable to internal candidates.

PROFESSIONAL COMPETENCES:

- Be proud of his/her work and achievements, demonstrate professional skills and mastery of the subject, be conscientious and effective in meeting commitments, meeting deadlines and achieving results, be motivated by professional rather than personal concerns; show perseverance in the face of difficult problems and challenges; remain calm in stressful situations.
- Work collaboratively with colleagues in achieving the organization's goals; solicit contributions by genuinely valuing the ideas and expertise of others; be willing to learn from others; prioritize the team goals over the personal aims; assist and act in accordance with the group's final decision, even when those decisions do not fully reflect their position; share the merit of the team's achievements and accept co-responsibility for the team's shortcomings.
- Develop clear objectives that are consistent with agreed strategies; identify priority activities and tasks; adjust priorities as needed; allocate appropriate time and resources to complete work; anticipate risks and incorporate contingencies when planning; monitor and adjust plans and actions as necessary; use time effectively.
- A good command of Microsoft applications, especially Microsoft Excel, is desirable.

ECOWAS KEY COMPETENCES

- Demonstrated experience in word processing in English and French and/or Portuguese in accordance with established standards;

- Knowledge of and technical competence to apply post editing techniques and practices for the preparation and production of documents according to ECOWAS policy;
- Ability to provide suggestions based on own observations that will improve the way work is accomplished and confidently lead on their implementation as requested;
- Demonstrated experience working effectively as a team member, occasionally leading on discussions and/or replacing other leading roles as required;
- Ability to support the team by keeping abreast of the team's initiatives, events and needs, assisting team leaders as required;
- Ability to take responsibility for own career and performance and to regularly and independently engage in self-assessment activities (e.g. self-reflection, obtain feedback);
- Ability to develop and maintain skills and expertise required to perform in the role effectively e.g. relevant technologies, professional standards, relevant regulations/policies.
- Excellent work ethics, positivity, motivation, flexibility and problem-solving skills to carry out tasks associated with position;
- Ability to take initiative to resolve semi-routine problems and make recommendations to improve the quality/quantity of services to clients;
- Ardent desire to help others in a variety of circumstances of relevance to own work area and to refer to appropriate person for further assistance as required;
- Ability to work as part of a team in articulating the needs of clients and stakeholders;
- Ability to manage own time effectively and meet service standards and objectives related to assigned responsibilities;
- Understands how to access internal resources or services to enhance cultural awareness and actively seeks to improve multicultural skills when interacting with others with culturally and linguistically diverse backgrounds, especially within west Africa;
- Ability to listen attentively to people's ideas, requests and concerns and to understand, internalize and develop diversity management skills in accordance with ECOWAS rules/policies;
- Ability to recognize preconceived notions and stereotypical views of certain groups and individuals and to successfully adopt inclusive and culturally appropriate behaviours;
- Basic understanding of the ECOWAS organization mandate and its functions, particularly those of own institution/agency;
- Knowledge of ECOWAS routine procedures and practices as it relates to assigned responsibilities (e.g. standards and rules) and work tools (e.g. technology);
- Ability to apply ECOWAS standards for emailing and other routine tasks and to keep records, and information pertaining to assigned work in accordance with rules and regulations;
- Ability to apply ECOWAS procedures relevant to tasks and demonstrate understanding of associated systems, processes, rules and/or standards sufficiently to explain their necessity and to identify errors and consequences.
- Excellent numeracy skills with the ability to collect, collate, classify and summarize data following clear and simple instructions;
- Demonstrated ability to challenge established procedures with a view of improving performance and/or outputs;
- Detail oriented with an ability to detect and correct errors and to keep accurate records of simple indicators/information;
- Ability to gather and arrange information and data in a simple and understandable manner;
- Ability to provide accurate and complete information to supervisor/co-workers/clients as requested, using good judgement, tact and diplomacy;
- Demonstrated ability to use computers with advanced word-processing skills including a working knowledge of spreadsheets (e.g. excel), inter/intranet, email and social media;
- Ability to read/listen and understand semi-routine instructions and carry them out with limited supervision;
- Ability to produce clear, concise, logical and grammatically correct written material in English or French and to have equal verbal language proficiency;
- Ability to speak one of the official languages of ECOWAS: English, French or Portuguese. Knowledge of a second official ECOWAS language is an advantage.

- Ability to address issues with others in a candid, timely and straightforward fashion;
- Ability to organize semi-routine work tasks, to identify solutions to address conflicting priorities or uncertainty in carrying out new or changing tasks;
- Ability to develop work goals and identify the steps needed to achieve these goals;
- Ability to understand and contribute to team or work unit goals as directed by supervisor;
- Ability to work within well-established office practices and balance multiple tasks within set deadlines.

1. To complete the **JOB APPLICATION FORM**, press the “control” button (ctrl) and click on the link.
2. **Assessment method:** Assessment of qualified candidates may include a written exercise and a competency-based interview.
3. **Only shortlisted applicants will be contacted for the interviews.**

4. GIABA Work Environment:

GIABA 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 GIABA's workforce.

5. Disclaimer:

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

GIABA 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.

6. 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.