



JOB PROFILE

JOB TITLE	Protocol Assistant
JOB CODE	200003792
INSTITUTION	Office of the Auditor General of ECOWAS Institutions
GRADE	G4/G5/G6
DIRECTORATE	N/A
ANNUAL SALARY	UA20,527.07 – UA62,185.62 (\$46,387.61 – \$62,185.62)
STATUS	Permanent
LINE SUPERVISOR	Administrative Officer
SUPERVISING	N/A
DUTY STATION	Abuja, Nigeria

IMPORTANT NOTES

This position is subject to local recruitment pursuant to article 9 (3) of ECOWAS Staff Regulations (revised 2021). Internal candidates shall be recruited from ECOWAS citizens who are resident in the member state where the position has been advertised.

Applications should be sent to: oagprotasst@ecowas.int

Deadline for submission of application: **9th February 2024**

Method of assessment: Assessment of internal qualified candidates may include a written exercise and competency-based interview.

MANDATE OF OAG	The Office of the Auditor General of ECOWAS Institutions (OAG) is an independent assurance office established to assist the ECOWAS Governance Bodies, in particular, the Council of Ministers and Audit Committee to carry out their oversight functions and promote good corporate governance, accountability, and value for money in all Community Institutions, Specialized Agencies and Offices. Deriving its mandate from the ECOWAS Council of Ministers, it is tasked to conduct Community-wide Financial Audits, Compliance Audits, Performance Audits, Investigations, and other Special Audits. The OAG structure comprises an Audit Directorate, a Directorate for Program Performance Audit, and an Internal Services Division. It is headquartered in Abuja, Nigeria.
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ROLE OVERVIEW

Under the supervision of the Administrative Officer, the incumbent shall assist with the booking and coordination of all transport logistics solutions for the Office of the Auditor General and provide day-to-day administrative and protocol support services, ensuring the smooth delivery of services whilst providing needed support.

ROLE AND RESPONSABILITIES

- Assist in the Implementation of procedures relating to the travel policy of the ECOWAS Commission and
- Support in the provision of necessary support for the provision of optimum travel and ticketing requirements for the Commission, for all modes of transport;
- Operate the ECOWAS Travel Management Module at the appropriate level of responsibility;
- Support the preparation of specifications for the outsourcing of Air Travel and Ticketing Agency services ;
- Implement effective procedures to be used in ticketing operations.
- Obtain quotations from various airlines to find the best flight prices and options and buy and refund airline tickets as requested ;
- Manage databases of tickets and other important data related to Air Travel of the Commission;
- Prepare periodic reports on expenditure and related information regarding travels;
- Develop itineraries for corporate travel and meetings;
- May be required to serve in the other units of Protocol Division upon occasion (Immunities and Privileges, Receptions, Consular);
- Undertake protocol duties relating to all meeting and event logistics, immunities and privileges, consular services and other related areas as assigned, for the Commission, its staff and guests;
- Receive, review, and screen all incoming protocol correspondence and documents and perform preliminary checks for accuracy and completeness;
- Provide support for all diplomatic accreditations to the Commission and the Community;
- Provide all necessary physical and administrative support for implementation of Headquarters Agreement;
- Provide necessary support for all airport and travel services, including reception, dispatch, luggage, consular, etc;
- Collect and process necessary supporting documents for travel related claims as directed;
- Provide support where necessary to General Administration for security arrangements for Commission's premises and at venue of events and meetings;
- Coordinate and interface with logistic services providers and users of services;
- Update periodically and monitor accuracy of Commission's diplomatic directory and that of partners;
- Performs other duties as assigned by the supervisor.

ACADEMIC QUALIFICATIONS AND EXPERIENCE

- Brevet de Technicien Supérieur (**BTS**) or /Ordinary National Diploma (**OND**) in Tourism, Logistics Management, Travel Management, Public Administration, Social Sciences, or Humanities, Logistics Management from a recognized University.
- 5 years' experience in the specific area of ticketing and travel logistics, preferable in an International Organization or in a multi-lateral setting, and/or experience in international travel arrangements, procedures and processes ;
- Knowledge of travel related processing requirements and logistics, visa applications and processes, ticketing and reservations.
- Knowledge of ECOWAS conference policies, procedures and practices, accepted norms, rules and customs of international diplomatic protocol, including practices developed within the ECOWAS System;

- Knowledge of planning and implementation of administrative and logistical arrangements for meetings, conferences, and workshops within and outside base station;
- Ability to research, select, organize and summarize information required for the preparation of meetings and to identify issues, formulate opinions, make conclusions and recommendations;
- Strong proficiency in MS Office Suite
- Knowledge of order and rules of precedence;

AGE LIMIT

- Be below 50 years old. This provision does not apply to internal candidates.

ECOWAS KEY COMPETENCIES

- Ability to assume a credible presence when explaining rules, standards and expectations (e.g., deadlines) to ensure compliance and work expectations are met;
- Ability to motivate self and/or others to engage in discussions that will result in recommendations to improve processes, templates or other work tools;
- Ability to engage in positive approaches to teamwork, participate actively in discussions and the achievement of team goals;
- Ability to take responsibility for own career and performance with the occasional guidance from the supervisor/mentor;
- Ability to build capacity of self and others by sharing knowledge, tools, expertise, and experience with others to remain proficient and well informed in the execution of assigned role.
- Interpersonal, listening and multitasking skills with a good understanding of client service responsibilities and role in representing ECOWAS values in all interactions;
- Ability to take initiative to resolve routine problems associated with assigned tasks using good judgment in involving colleagues or superiors as required;
- Ability to work as part of a team with the ability to explain client interactions to resolve concerns, problems and improve services;
- Ability to manage own time effectively and organize own work area in a manner that will meet performance expectations related to assigned client services;
- Ability to direct people to the appropriate source for further information and ask for help when overwhelmed with client demands.
- Ability to apply culturally relevant and appropriate approaches with people from diverse cultural backgrounds;
- Good diversity management skills to interact with individuals in a manner that is culturally appropriate and 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 behaviors;
- Ability and responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work;
- Knowledge of diversity management as it relates to daily work expectations and assigned tasks.
- Knowledge of the ECOWAS mandate and operational goals of relevance to assigned responsibilities;
- Ability to keep up to date with Departmental activities, schedules and goals of pertinence to own work team, functional area;

- Knowledge of ECOWAS procedures relevant to assigned work and the ability to apply sound judgment in their application;
- Demonstrated strong interest and commitment to ECOWAS values and activities in daily assumption of duties.
- Excellent ability to maintain, process and provide accurate information as part of assigned tasks;
- Ability to organize files and information for easy retrieval and record keeping;
- Ability to spot mistakes, act promptly to correct them and learn from experiences;
- Knowledge and ability to challenge and question fundamental assumptions regarding accepted ways of doing things in the spirit of improvement.
- Ability to use current technology to communicate effectively e.g., office software programs, including spreadsheets, word processing and graphic presentation software; ability to type and format presentations, reports, manuals, newsletters, website content and proficiency in information communication technologies (ICT);
- Well-developed information sharing skills using technology and in accordance with established processes and practices;
- Advanced verbal assertiveness and communication skills with a demonstrated ability to acknowledge and understand the validity of others' viewpoints and to respond in a constructive manner;
- Proficiency in information communication technologies (ICT);
- Fluency in oral and written expressions in one of the ECOWAS official languages of the Community (English, French & Portuguese). Knowledge of an additional one will be an added advantage.
- Ability to allocate time for specific task in a manner that will meet deadlines and quality/quantity expectations.
- Good organizational skills with an excellent ability to break down work into smaller parts and focusing on the most important steps first;
- Ability to contribute to maintaining organizational performance standards throughout implementation of new processes, practices and plans adopted by the Department and of relevance to assigned tasks;
- Ability to monitor progress and to consider new goals in the context of assigned responsibilities;
- Ability to follow through with commitments made to others.