



## Vacancy Notice

<b>Post Title:</b>	Senior Programme Assistant	<b>Duty Station:</b>	Madrid, Spain
<b>Grade:</b>	G.7	<b>Date of Entry into Duty:</b>	As soon as possible
<b>Vacancy Reference:</b>	UNWTO/HHRR/VAC/34/HHRR/2025	<b>Duration of Appointment:</b>	Two years
<b>Department:</b>	Human Resources	<b>Deadline for Applications:</b>	<b>16 January 2026</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 **Human Resources Department** provides a full range of HR services to support the Organization's mandate, including talent acquisition, administration of entitlements and benefits, application of Staff Regulations and Rules, HR policy development, health and well-being, and learning and development.

Under the supervision of the Chief, Human Resources, the incumbent supports HR service delivery for the UN Tourism Headquarters and the Organization's Regional, Thematic and Liaison Offices in **at least one of the following functional areas**: (1) talent acquisition, (2) entitlements and benefits, or (3) learning and development/policy support, in addition to contributing to general HR operations:

#### Talent acquisition

1. Manages end-to-end recruitment processes, including drafting vacancy announcements, screening applications, preparing longlists/shortlists, coordinating and participating in interview panels, compiling selection documentation, and ensuring full compliance with UN Tourism recruitment policies;
2. Coordinates onboarding and orientation activities for new personnel, and ensures timely processing of appointment actions;

#### Entitlements and benefits

3. Administers and processes a wide range of entitlements and benefits in accordance with applicable rules and personnel categories; calculates allowances and verifies supporting documentation;
4. Advises personnel on eligibility criteria, exceptions, and appeals processes, and monitors compliance with policy updates or changes;

#### Learning and development / Policy Support

5. Supports the design and delivery of training sessions, workshops, and career development initiatives; tracks participation, identifies learning needs, and maintains accurate learning records;
6. Conducts research and analysis on HR policies, administrative issuances, and best practices; prepares background papers, statistical summaries, and drafts policy inputs;

## General HR Operations

7. Oversees lifecycle management of assigned personnel, including contract extensions, reassignments, separations, and changes in status;
  8. Provides daily guidance to junior personnel, reviewing work for accuracy and policy compliance, and delivering on-the-job training as required;
  9. Advises personnel and managers on a wide range of HR-related issues, ensuring consistent interpretation and application of regulations and rules;
  10. Manages ERP (HCM) data related to talent acquisition, personnel records, and benefits; supports system upgrades and assists in data validation and trend analysis;
  11. Contributes to service delivery performance monitoring, reporting, and process improvement;
  12. Drafts correspondence, prepares documentation and reports, and supports the organization of meetings, travel, and other logistics as needed;
  13. Represents the supervisor in internal and external working groups or HR-related events, as assigned;
  14. 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 human resources, business administration, or a related field.</li></ul>  |
| <b>Experience and Basic Competencies</b> | <ul style="list-style-type: none"><li>▪ Six years of progressively responsible technical or administrative experience, of which at least two years closely related to support of activities in a specialized area of the G.6 level or equivalent;</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 is essential;</li><li>▪ Good working knowledge of Spanish is highly desirable;</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><li>▪ Knowledge of HR databases and tools is essential.</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, professionalism, and respect for diversity;</li><li>▪ Flexibility, ability to multi-task, and strong planning and organizational skills;</li><li>▪ Problem-solving ability and capacity to handle high workloads efficiently and accurately;</li><li>▪ Tact, discretion, and strong customer-service orientation;</li><li>▪ Good drafting, research, and interpersonal skills, with the ability to work harmoniously in a multicultural environment;</li></ul> |
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- Previous experience in the United Nations or another international organization would be a strong asset.

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**Remuneration** The initial base salary is **EUR 55,941** 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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- **Please note that this is an extra-budgetary post, and the initial appointment will be for the duration of two years, with possible extension, subject to availability of extra-budgetary funding;**
  - 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.