



DATE RECEIVED: _____

**REQUEST FOR CLASSIFICATION AND RECRUITMENT
GENERAL SERVICE AND RELATED CATEGORIES**

OFFICERS: _____

REASON FOR CLASSIFICATION	<input type="checkbox"/> VACANCY ANNOUNCEMENT	POST ENCUMBERED BY	EX INCUMBENT
	<input type="checkbox"/> REVISION OF DUTIES	ANTICIPATED DATE OF VACANCY	DURATION OF THE POST
	<input type="checkbox"/> BUDGET APPROVAL		
	<input checked="" type="checkbox"/> OTHER (SPECIFY):		

IDENTIFICATION OF THE POST <i>(USE OFFICIAL NOMENCLATURE)</i>	POST NUMBER Multiple	DUTY STATION Multiple	CURRENT FUNCTIONAL TITLE Liaison Assistant
1. DEPARTMENT/SECRETARIAT/OFFICE Field Mission/s		SECTION	
2. DIVISION/CENTRE		UNIT	
3. BRANCH/SERVICE		ST/SGB/ORGANIZATION REFERENCE	OFFICE CODE

SIGNATURES

(Attach a complete and current organization chart showing the organizational structure of the post being described before obtaining the signature of the incumbent.)

1. SUPERVISOR <i>(Certify correct)</i> MARCO DONATI - COORDINATION OFFICER NAME AND TITLE	3. EXECUTIVE or ADMINISTRATIVE OFFICER Huda Hannina NAME AND TITLE
2. CHIEF of SECTION/SECRETARY/DIRECTOR <i>(if applicable)</i> MARCO DONATI - COORDINATION OFFICER NAME AND TITLE	4. INCUMBENT <i>(This is an accurate description of my post)</i> NAME AND TITLE

The signatures confirm the certification as indicated. They do not imply any decision concerning the grade level of the post.

CLASSIFICATION NOTICE - The classification of the post is approved as follows:

FUNCTIONAL TITLE Liaison Assistant	JOB DESCRIPTION NO. JD/CP241GS
OCCUPATIONAL CODE 2.p - Job Code 4442	CLASSIFICATION LEVEL GS-6
COMMENTS	
CLASSIFICATION OFFICER NAME: Emmen Saeed, HRO, ODCU/FPOS/FPD/DFS	CLASSIFICATION OFFICER NAME: Khadizatun Mukti, HRO, ODCU/FPOS/FPD/DFS
CHIEF, ORGANIZATIONAL DESIGN AND CLASSIFICATION UNIT, FPD/DFS NAME: M. MIRMOHAMMAD, CHIEF ODCU/FPOS/FPD/DFS	
FOR THE DIRECTOR, FIELD PERSONNEL DIVISION/DFS NAME: CHASTE ABIMANA, CHIEF FPOS/FPD/DFS 	Date: 15/12/16

1. Summary of principal functions.

These positions are located in the United Nations Field Peacekeeping Operations, Special Political Missions, Service Centers and Offices as applicable. The incumbent contributes to the mandate implementation of the mission including protection of civilians, facilitating the interaction, and confidence building between the mission military and local communities and to measure the impact of the mission protection activities.

2. Major duties and responsibilities. Describe in order of importance what is done and how it is done. Please indicate the approximate percentage of time devoted to each function. %

Within delegated authority, the Liaison Assistant at G6 level is responsible for the following duties:

- | | |
|---|----|
| a. Analyses information on local perceptions of communities on needs, concerns and aspirations with regards to the creation of conditions for sustainable peace; | 10 |
| b. Coordinate information sharing on local conflict dynamics between the military component, local authorities and communities; | 10 |
| c. Coordinate the setting up of communication networks and forums to increase the mission communication and interactions with local people, including through the support to outreach activities; | 5 |
| d. Assist in the organization of outreach activities to promote good relations between the Mission and the population and to ensure accurate information dissemination on Mission role and mandate. | 10 |
| e. Follow up on the implementation of early warning mechanisms and ensuring the smooth functioning of these with a view to facilitating the mission response to protection alerts; | 5 |
| f. Provide advice and early warning on protection threats and trends; including, with regard to sexual violence and child recruitment; | 5 |
| g. Liaise with military, humanitarian local authorities and communities in order to update and implement contingency protection plans. | 5 |
| h. Promote social cohesion in communities through sensitization sessions. Empower local community initiatives that result in cohesion and peace within communities; | 5 |
| i. Report emerging humanitarian needs to the coordinators as appropriate; | 5 |
| j. Produce thematic briefing papers required by Civil Affairs Coordination. | 10 |
| k. Document accurately local political, socio-economic conflict-related developments as well as more specifically protection threats, trends and activities to update the protection database of the mission; | 10 |
| l. Facilitate communication between mission staff and the local communities including by supporting accurate translation; | 10 |
| m. Facilitate communities in the identification of Quick Impact Projects (QIPS) to support stabilization and restoration of state authorities. | 5 |
| n. Performs other related duties as required | 5 |

3. **Guidelines:** Indicate the rules, regulations, manuals, procedures, precedents, instructions, policies or other guidelines - written or unwritten - which apply to the work; describe the extent to which the incumbent is permitted to *INTERPRET* or *DEVIATE* from guidelines and to propose or establish new guidelines.

Relevant DPKO/DFS policies and guidelines, and in particular the DPKO/DFS Civil Affairs Policy and the Civil Affairs Handbook, provide relevant guidance. Additional broad policy guidance is provided by the SRSG and DSRSG, as well as DPKO/DFS Headquarters through relevant updates of existing guidance or development of new guidance materials. Liaison Assistants are required to implement relevant guidelines under the guidance of their supervisor. Departures from established rules, regulations and policies are at times necessary to meet broader organization objectives and goals and to develop solutions unique to national circumstances.

4. **Consequence of Work:** Indicate the kind of decisions or recommendations made and how they affect the work of the organizational unit. Describe the consequence of errors.

Decides on his/her daily community liaison activities. May have to review priorities in the event of a crisis. Makes proposals related to protection, capacity building and other related developments in the mission area that may affect the verification of collected information. Proposals can also relate to identification of populations in vulnerable situation, for the protection of civilians, to the identification of security threats or to support to local authorities and communities.

Errors in the assistance provided by the post could affect or delay the overall contribution by the team and can also delay development of cooperative agreements as well as result in inappropriate course of action. They may also result in damage to the mission's reputation and would reduce the effectiveness of Mission's efforts.

5. **Work Relationships:** Indicate the *purpose*, *level* and *frequency* of contacts both inside and outside the organization.

TITLE AND LEVEL	PURPOSE AND FREQUENCY
Civil/Political Affairs Officers; Military Protection of Civilian /Security teams; Focal points of Mission Components;	-For instructions, guidance, review and approval of work. Daily
Community representatives; NGOs; community-based organizations; UN Country Team. Local government officials; Local and as required, international media	-Consultations and sharing information. Participation in meetings dealing with analyses of protection/civil/political/security issues requiring timely actions. Weekly - For exchange of information

6. **Responsibility for the work of others:** Indicate the number, title and level of those for whose work you are responsible. Describe the nature of your responsibility, such as distribution and review of assignments, training, approval of leave, performance appraisal, etc.

NUMBER	TITLE	LEVEL	NATURE OF RESPONSIBILITY
1-2	Liaison Assistants	G4/5	To distribute and supervise tasks and assignments. To provide guidance.

7. **Physical requirements**

- (a) Describe the physical requirements of the work, such as lifting x lbs., walking, standing, sitting, etc. Describe how and when these requirements exist and how often per day, week, etc.

The job requires desk work around 50% of the time. Approximately 50% is spent walking and standing while accompanying uniformed personnel and professional staff to field missions, meetings with authorities, community representatives, NGOs, local media, etc.

- (b) Describe the conditions of the work place, such as work in a machine room where extensive noise occurs, work out of doors in all weather conditions, damages or hazards present in the operation of the equipment or in the workplace.

Works in a normal office environment about one third of the working time.

Work occurs also in public spaces (streets and remote rural areas, government offices, detention facilities, camps, military bases, etc.) when accompanying professional staff both civilian and military.

Depending on the specific needs of the post, this position might imply require working under hardship conditions and/or lodging with very basic conditions of comfort.

SECTION B - To be completed by the supervisor of the post.

1. Purpose: Describe the overall purpose, objectives, or goals of the post.

Monitor and analyze developments having significant impact on the implementation of mandated tasks at the local level and in particular on the protection of civilians; on the support to conflict management and reconciliation initiatives; on the support to the capability of local authorities to address effectively violent conflicts; on stabilization activities; on building confidence in the mission, its mandate and the peace process; on promoting good relations and communication between the Mission and the population. Supports the implementation of projects to support restoration of State Authority and contribute to capacity-building efforts targeting local authorities and civil society.

2. Review over work: Describe the way work is assigned (e.g. specific assignments with related instructions, or continuing responsibility, etc.) and the extent the work is reviewed (whether by the supervisor or others) while in progress or upon completion.

The supervisor assigns projects, indicating desired objectives and the appropriate time-frame for completion. Anticipated problems and methods of analysis are discussed at the outset. Work in progress may be reviewed if the supervisor sees issues or problems that should be brought to his/her attention. End product is reviewed for soundness of conclusions and appropriateness of methodology.

3. Qualifications required to perform the assigned duties of the post

- (a) Skills/knowledge: Indicate kind of, type and length of training required for the post including skill in equipment operation.

High school diploma or equivalent. Training in communication, community work, project preparation and monitoring, logistical, administrative issues is an asset.

Skills/knowledge: Sensitivity to the political, social and cultural environment. Some experience in conflict management and support to state institutions. Awareness of population diversity and of its needs, including those in vulnerable situations. Some knowledge of fundamental human rights, local legal principles and institutional framework. Good understanding of mission mandate. Ability to gather, verify and evaluate information from a variety of sources. Commitment to gender equality.

- (b) Experience: Indicate the *type* and *length* of practical experience required.

Seven (7) years of related work experience in providing support work for protection of civilians, disarmament, conflict resolution or peace building and/or humanitarian related work with NGOs, civil society organizations, etc. Conflict

- (c) Languages required: Identify the languages required and the nature of their use (for example, typing, correction of grammar and punctuation, informal translation).

English and French are the working languages of the United Nations Secretariat. Fluency in English or French, (both oral and written) is required; knowledge of the other is desirable. Knowledge of local languages spoken by the communities in a given duty station.

4. If the job description is to be used for requesting a review of the classification level, indicate the changes that have occurred in the duty assignment.

N/A

INSTRUCTIONS FOR COMPLETING JOB DESCRIPTION (FORM P.270, GENERAL SERVICE)

General: Complete all sections of this document accurately in clear, concise language. If a question is not applicable, then mark n.a. Describe the work and the factors required of the post and not the characteristics, performance or qualifications of the incumbent. Attach additional sheets if necessary.

Section A

1. Summarize the major duties to give a quick overview of the post's activities.

2. Duties and responsibilities

Each post is responsible for generally four or five major duties or functions. These duties should be presented in order of importance with a detailed explanation of how the duty is achieved. Miscellaneous tasks which take only a small percentage of time can be grouped and listed together. Terms such as "assists", "prepares", "handles", or "participates" describe relationships but do not actually describe what is done to assist, how something is prepared or handled, or how one participates; therefore, they should be accompanied by an explanation of the "what" and "how" of the actual duties.

Keep in mind the outputs or end products (what is produced or what the work leads up to). Present facts, not appraisals or evaluations of the work. The following examples from different posts illustrate explanations of how the work is accomplished.

- a. Processing of communications: 30%
 - (a) Types from draft in final form, in English, French and Spanish either for dispatch or for photo-offset, letters and notes with appropriate documents sent to the Unit for processing. After this, sends to the Ministries of Foreign Affairs, the Permanent Missions, Organizations and special agencies.
 - (b) Proofreads carefully the letters and notes which come from the Printing Section. Retypes the salutations of the notes as well as the addresses of the letters and special agencies where necessary.

- b. Assists in arranging meetings - for Directors' Meeting, Board Meeting, ad hoc meetings: 15%
 - a) Assembles, copies and distributes background papers and agenda (occasionally under own signature).
 - b) Schedules conference rooms.
 - c) Arranges working lunches for the Executive Director with Regional Directors.
 - d) Distributes reports or minutes or meetings.

- c. Recruitment of Experts, consultants, volunteers: 10%
 - 1) Obtains information for completion of recruitment form transmitting draft job descriptions to recruitment service.
 - 2) Completes the request for P.5 to initiate recruitment action and transmit to Administrative Services.
 - 3) Completes Special Service Agreement, giving details of account number, travel, etc.
 - 4) Types submission letters of qualified candidates to Government via the Resident Representative's Office, upon receipt of nominations.
 - 5) Sends Letters of Welcome and Channels of Communication to experts.

3. Guidelines

Describe the nature of the guidelines by listing them and describe the way they must be used, for example are they followed exactly, are they readily available or must they be searched out, must selection be made from among a number of alternatives.

4. Consequence of work

In general, decision making is considered as a commitment to a course of action that is not subject to detailed review. To make recommendations on the other hand requires the suggestion for courses of actions and implies that the post does not have complete or final responsibility. Decisions and recommendations made often relate to the choice from among guidelines, but they may also involve decisions or recommendations on what can be done to complete the work before referring to another source. Describe these kinds of choices made. In addition describe the damage that would be caused by errors in making these choices such as loss of time of incumbent, other staff members, or equipment; expenditure of excess funds; or additional work of others.

5. Work Relationships

Include only those contacts which are typical and occurring during the work cycle and indicate how contact is made (personal contact, telephone contact, correspondence).

6. Responsibility for the Work of Others

Be explicit in describing the nature of the responsibility. General terms like "supervise" are not sufficiently descriptive.

Section B

1. Purpose

Provide a brief statement of the overall objective or purpose of the post, such as, provides secretarial support to a recruitment officer.

3. Qualifications Required

- (a) The kind of training refers to knowledge of general office work or specialized work (such as computer, statistics, accounting). Type of training refers to the method such training would normally be acquired, such as high school, trade school, on the job, etc.
 - (b) Experience
Indicate how the experience relates to the job - such as it increases efficiency by allowing faster processing or it provides more in depth familiarity with the exceptions that occur in normal operations.
 - (c) Languages
Please describe the way in which languages are used.
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General Service

Job Evaluation System

International Civil Service Commission

Post Rating Summary Scoring Base : NMS

Title :	Liaison Assistant - Job Code 4442
Post Number :	Multiple
CCOG :	2.p
Type :	new
Grade :	G6 at the 63rd Percentile
Points :	595
Old Grade :	

Comments :

A handwritten signature in purple ink, appearing to read "Amir J. ...".

Created by : User 314; #238*5-59-73*RO



<i>Title :</i>	<i>Post Number :</i>	<i>CCOG :</i>	<i>Type :</i>	<i>Grade :</i>	<i>Points :</i>	<i>Old Grade :</i>
Liaison Assistant - Job Code 4442	Multiple	2.p	new	G6 at the 63rd Percentile	595	

Nature of Work (*Factors : 4/iv/d*)

<i>Primary Characteristics of Work</i>	<i>Critical Competencies and Behaviours</i>	<i>Measures of Success</i>
Specialized process execution	Process Adaptation/ IT optimal	Comprehensive Support Service

Focus: Work involves delivering specialised support activities/processes requiring evaluation, interpretation, adaptation and selection of courses of action from many open alternatives.

Deliverable: Programme Support

Scope: Either scope broad and depth moderate,
Or
Moderate scope and substantial depth.

Intricate, requiring substantial analysis and treatment of the subject matter.

Knowledge/ Skills/ Expertise: Thorough applied knowledge of all elements of the field of work and awareness of its relation to the organization broadly and/or other entities outside the immediate work unit.

Skill to carry out work involving the operation of specialized equipment, instrument, tools or devices requiring adjustment, calibration or adaptation.

Work requires specialized training and/or experience to resolve a wide variety of interrelated problems.

Organizational Environment (*Factors : 8/f*)

<i>Primary Characteristics of Work</i>	<i>Critical Competencies and Behaviours</i>	<i>Measures of Success</i>
Independent Service Support	Technology Driven	IT Adaptive

Organizational Context: Organizational context empowers incumbent with opportunities to make proposals affecting both the design and delivery of specialised processes. Oversight concentrates on result delivery and integrating specialised process support with programme substance.

Managerial Guidance Received: Managerial guidance received focuses primarily on the facilitation of process delivery & process impact

Teamwork and Relationships (*Factors : 12/i/ii*)

<i>Primary Characteristics of Work</i>	<i>Critical Competencies and Behaviours</i>	<i>Measures of Success</i>
Consistent Service Delivery	Consistent Service Capacity	Knowledgeable Service Engagement

Engagement: Seeking mutual understanding of specialized activities or complex issues and enlisting support through the exchange of a variety of information, requiring discussion, clarification and discretion.

Contacts: Colleagues in the same organizational unit and associates and immediately served clients in other organizational units and/or outside of the organization.

Languages: Usage of 2 languages

Results (*Factors : 16/m*)

<i>Primary Characteristics of Work</i>	<i>Critical Competencies and Behaviours</i>	<i>Measures of Success</i>
Process Consistency	Process Utility	Consistent Process Mgmt

Impact of Actions: Affect the delivery of several aspects of support services. Work directly influences the output of other organizational entities, impacting on the deliverables of other services.

Team Roles: Plays a lead role in the provision of specialized activities which may be performed independently or may involve leading and/or consolidating work performed by others.



General Service

Job Evaluation System

International Civil Service Commission

Post Rating Summary Scoring Base : NMS

Title :	Liaison Assistant - Job Code 4442
Post Number :	Multiple
CCOG :	2.p
Type :	new
Grade :	G6 at the 24th Percentile
Points :	559
Old Grade :	

Comments :

Created by : User 444238*6-54-7; 'RO

Ran
Khadizatun Mukti



<i>Title :</i>	<i>Post Number :</i>	<i>CCOG :</i>	<i>Type :</i>	<i>Grade :</i>	<i>Points :</i>	<i>Old Grade :</i>
Liaison Assistant - Job Code 4442	Multiple	2.p	new	G6 at the 24th Percentile	559	

Nature of Work (*Factors : 4/iii/d*)

<i>Primary Characteristics of Work</i>	<i>Critical Competencies and Behaviours</i>	<i>Measures of Success</i>
Specialized process execution	Process Adaptation/ IT optimal	Comprehensive Support Service

Focus: Work involves delivering specialised support activities/processes requiring evaluation, interpretation, adaptation and selection of courses of action from many open alternatives.

Deliverable: Programme Support

Scope: Either scope and depth moderate, or scope limited and depth substantial, or scope substantial and depth limited.

Issues require considerable interpretation of the subject matter.

Or

Exposure to potentially serious physical/health risks.

Knowledge/ Skills/ Expertise: Thorough applied knowledge of all elements of the field of work and awareness of its relation to the organization broadly and/or other entities outside the immediate work unit.

Skill to carry out work involving the operation of specialized equipment, instrument, tools or devices requiring adjustment, calibration or adaptation.

Work requires specialized training and/or experience to resolve a wide variety of interrelated problems.

Organizational Environment (*Factors : 8/f*)

<i>Primary Characteristics of Work</i>	<i>Critical Competencies and Behaviours</i>	<i>Measures of Success</i>
Independent Service Support	Technology Driven	IT Adaptive

Organizational Context: Organizational context empowers incumbent with opportunities to make proposals affecting both the design and delivery of specialised processes. Oversight concentrates on result delivery and integrating specialised process support with programme substance.

Managerial Guidance Received: Managerial guidance received focuses primarily on the facilitation of process delivery & process impact

Teamwork and Relationships (*Factors : 12/i/ii*)

<i>Primary Characteristics of Work</i>	<i>Critical Competencies and Behaviours</i>	<i>Measures of Success</i>
Consistent Service Delivery	Consistent Service Capacity	Knowledgeable Service Engagement

Engagement: Seeking mutual understanding of specialized activities or complex issues and enlisting support through the exchange of a variety of information, requiring discussion, clarification and discretion.

Contacts: Colleagues in the same organizational unit and associates and immediately served clients in other organizational units and/or outside of the organization.

Languages: Usage of 2 languages

Results (*Factors : 16/m*)

<i>Primary Characteristics of Work</i>	<i>Critical Competencies and Behaviours</i>	<i>Measures of Success</i>
Process Consistency	Process Utility	Consistent Process Mgmt

Impact of Actions: Affect the delivery of several aspects of support services. Work directly influences the output of other organizational entities, impacting on the deliverables of other services.

Team Roles: Plays a lead role in the provision of specialized activities which may be performed independently or may involve leading and/or consolidating work performed by others.