



**Post Title:** **Accommodation Assistant** (two identical positions)  
**Domain:** Housing and Guesthouses Team  
**Post Number:** 1ITSC 1012TP&1ITSC 0987TP  
**Grade:** GS-4  
**Organizational Unit:** Abdus Salam International Centre for Theoretical Physics  
**Primary Location:** Trieste, Italy  
**Recruitment open to:** Internal and external candidates  
**Type of contract:** Fixed-Term  
**Deadline (midnight Trieste time):** **07-MAR-2024**

**UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism**

## OVERVIEW OF THE FUNCTIONS OF THE POST

Founded in 1964 by the late Nobel Laureate Abdus Salam and located in Trieste (Italy), the Abdus Salam International Centre for Theoretical Physics (ICTP) seeks to accomplish its mandate by providing scientists from developing countries with the continuing education and skills that they need to enjoy long and productive careers. ICTP has been a major force in stemming the scientific brain drain from the developing world. For more than 50 years, ICTP has been a driving force behind global efforts to advance scientific expertise in the developing world.

Under the general supervision of the Supervisor (Housing and Guesthouses), the incumbent works in the Housing and Guesthouses Unit. He/she arranges for catering services, carries out hotel reception duties at the ICTP Guesthouses, working in shifts as required, books accommodation inside and outside of the ICTP campus as well works on private accommodation requests, providing assistance to short and long-term visiting scientists, research fellows, students at the ICTP, as well as new staff members at ICTP, TWAS, IAP and OWSD. Essential responsibilities include:

- Assisting new ICTP staff, students, research fellows and visitors with identifying a suitable private accommodation, liaising with landlords and helping negotiate rental agreements, reviewing rental agreements on request of staff/guests to make sure they contain all necessary provisions, including early termination clause, to make sure that the conditions are favourable for ICTP tenants, explaining and providing brief informal translation of the agreements to tenants as required. Helping tenants with opening/closing the contracts with utility companies and with resolution of any issues arising with landlords and utility companies
- Performing a full range of back office and hotel reception functions for ICTP guesthouses. The work is organized on a shift basis to ensure a 24 hours/7-day a week coverage
- Processing catering services requests for the events held throughout the scientific year calendar. Preparing the required paperwork needed to place orders with ICTP internal cafeterias and external catering services as required. Verifying the invoices received for catering services prior to referring them to allotment holder for approval
- Monitoring and keeping updated the planned and actual occupancy of the ICTP Guesthouses, utilizing relevant IT systems. In case no room is available at ICTP Guesthouses or in case of specific requests, booking external hotels in order to best handle the accommodation needs of long and short term scientists/visitors. Liaising with Reception to make reservations as required and maintain all the related correspondence with visitors and other ICTP offices involved
- Additional activities that may be required to ensure the success of the work team

## COMPETENCIES

A successful candidate will be required to demonstrate the following competencies:

- Accountability.
- Communication.
- Teamwork.
- Innovation.
- Results focus.
- Planning and organizing.

- Knowledge sharing and continuous improvement.

For detailed information please consult the [UNESCO Competency Framework](https://en.unesco.org/sites/default/files/competency_framework_e.pdf)  
[https://en.unesco.org/sites/default/files/competency\\_framework\\_e.pdf](https://en.unesco.org/sites/default/files/competency_framework_e.pdf)

## REQUIRED QUALIFICATIONS

### EDUCATION

- Completed secondary, technical and/or vocational school.

### WORK EXPERIENCE

- At least three (3) years of relevant working experience in housing and accommodation back and front office.
- Experience in or knowledge of contractual aspects related to the lease of private rooms/apartments.
- Familiarity with administrative and financial aspects related to catering or event management

### SKILLS/COMPETENCIES

- Ability to prioritize
- Planning and organizing work schedule with respecting deadlines
- High level of reliability with a responsive and service minded attitude and behaviour
- Tact and ability to work harmoniously with visitors and staff members of different nationalities and cultural backgrounds

### LANGUAGES

- Excellent knowledge (spoken and written) of English
- Excellent knowledge (spoken and written) of Italian

## DESIRABLE QUALIFICATIONS

### WORK EXPERIENCE

- Experience in an international environment.

### LANGUAGES

- Knowledge of another UN official language (Arabic, Chinese, French, Russian, Spanish).

## ADDITIONAL INFORMATION

Only candidates who are entitled to work in the E.U. may apply to these positions. Please note that for this position UNESCO will not reimburse expenses such as travel in connection with interviews, tests and relocation.

## BENEFITS AND ENTITLEMENTS

UNESCO's salaries consist of a basic salary and other benefits which may include if applicable: 30 days annual leave, family allowance, medical insurance, pension plan etc.

For more information in benefits and entitlements, please consult [ICSC website](#) and [UNESCO's career website](#).

## MORE INFORMATION

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the UNESCO careers website. No modifications can be made to the application submitted.

The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview.

UNESCO uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates.

Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided.

Candidates must use the UNESCO's online application system which is accessible through the following links:

For current UNESCO fixed-term staff members: *UNESCO Intranet* > *Tools* > *HR Apps* > [Careers](#). If you are working remotely, you should connect to Careers portal through [connect.unesco.org](https://connect.unesco.org)

For all other candidates: <https://careers.unesco.org>

For information: Personnel Office, Abdus Salam International Centre for Theoretical Physics, Strada Costiera, 11, 34151 Trieste, Italy.

E-mail: [personnel\\_office@ictp.it](mailto:personnel_office@ictp.it), phone: +39-040-2240-595/596/695

**AN ASSESSMENT EXERCISE MAY BE USED IN THE EVALUATION OF CANDIDATES.**