



The Abdus Salam

International Centre for Theoretical Physics



Post Title: Senior Visa Assistant

Domain: Conference Support Services Unit

Post Number: 1ITSC1009TP

Grade: GS-6

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): 10-AUG-2026

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 overall authority of the Director of ICTP and the direct supervision of the Senior Coordinator, Programmes and Advancement Section, the incumbent is responsible for the management of the visa support service at ICTP. S/he provides updated information to visitors for visa applications to enter Italy for ICTP scientific activities. S/he assists: 1) visitors to obtain visas and permits of stay; 2) staff and visitors already in Italy to obtain visas for duty travel and movement in the Schengen Area; 3) staff members to obtain UN Laissez-Passer (UNLPs) and Ministry of Foreign Affairs ID Cards. S/he maintains direct contact with Italian authorities and embassies/consulates abroad on visa-related matters.

Essential responsibilities include:

1. Visa and Permit of Stay Services:

- Prepare, process and sign all documents related to entry visas (approximately 2,500 per year).
- Advise staff and visitors on visa and permit of stay issues.
- Provide procedural advice for family reunion visa requests.
- Liaise with foreign diplomatic and consular authorities for the issuance of foreign visas for ICTP officials and visitors travelling to third countries.
- Keep abreast of Italian and Schengen visa laws and rules governing visa issuance.
- Prepare and maintain written guidelines and information regarding visas, permits of stay for long-term visitors, and declarations of presence for short-term visitors, and circulate the necessary information within the ICTP community.
- Participate in meetings organized by regional and/or national authorities aimed at coordinating and distributing information among scientific bodies present regionally and nationally.
- Liaise regularly with Italian authorities on visa and permit-of-stay matters.
- Provide advice to ICTP management, staff and visitors on immigration-related policies.
- Identify solutions for complex and problematic cases in consultation with the supervisor and ICTP management.
- Carry out daily supervision of the Front Office Clerk by providing information and training, assigning tasks and exercising overall control of the level of service delivered.
- Manage the requesting and issuance of UNLPs through UNOG and MAECI ID cards for ICTP staff.
- Perform additional activities required to ensure the success of the work team.

2. Liaison and Coordination

- Interact with Italian diplomatic representatives abroad regarding visa issuance for visitors.
- Liaise with foreign diplomatic representatives in Italy regarding visa applications for staff and visitors.
- Liaise with private consular agents in Rome and Milan regarding visa applications and passports.
- Liaise with local police and immigration authorities regarding permits of stay and police registration.
- Liaise with local border police regarding passport and visa issues.
- Cooperate with scientific institutes and participate in meetings organized by the Welcome Office of the Area Science Park.

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

REQUIRED QUALIFICATIONS

EDUCATION

- Completed secondary, technical and/or vocational school.

WORK EXPERIENCE

- Minimum (6) years of relevant working experience in visa, immigration, or consular/diplomatic support services
- Experience dealing with Italian and/or Schengen visa procedures and immigration authorities
- Experience in liaising with government bodies, diplomatic missions, or consular services

SKILLS/COMPETENCIES

- Knowledge of Italian and Schengen visa laws, immigration procedures, and public administration language.
- Ability to exercise sound independent judgement and manage complex, sensitive cases with appropriate discretion and tact.
- Strong interpersonal, organizational, and coordination skills; ability to interact harmoniously in a multicultural environment.
- Ability to work autonomously with minimal oversight; capacity to prioritize and manage a high-volume caseload accurately and under pressure.
- Capacity to deal efficiently and diplomatically with diplomatic representatives, government officials, and other high-level stakeholders at all levels in a multicultural environment.
- Excellent communications skills (oral and written) in English and Italian, including the ability to draft official correspondence and immigration documents

LANGUAGES

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

DESIRABLE QUALIFICATIONS

WORK EXPERIENCE

- Experience in an international organization, UN system institution, or scientific research centre.

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 this position. 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*

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, phone: +39-040-2240-595/596/695

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