



Job description

I. Identification

Post Title:	Programme Officer	Duty Station:	Madrid, Spain
Grade:	P.2	Duty Station Status:	Family
Programme:	Technical Cooperation and Silk Road	Job Family:	Programme Management
Reports To:	Director, Technical Cooperation and Silk Road	Position Status:	Non-Rotational
Duration of Assignment:	One-year fixed-term appointment, renewable at least once subject to satisfactory performance, recommendation by respective Programme and partner country agreement		

II. Job Purpose and Organizational Context

The **World Tourism Organization (UNWTO)** is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism.

As the leading international organization in the field of tourism, UNWTO promotes tourism as a driver of **economic growth**, **inclusive development** and **environmental sustainability** and offers leadership and support to the sector in advancing knowledge and tourism policies worldwide. UNWTO is comprised of approximately 100 staff members.

The UNWTO JPO Programme equips outstanding young leaders with the skills and experience required to advance the Sustainable Development Goals (SDGs) and make a positive difference in the world. As a pathway into the world of development, the programme offers young professionals excellent exposure to multilateral cooperation and sustainable development while providing a valuable entry point into the UN system.

During their assignments, JPOs benefit from the guidance of experienced UNWTO staff members and are actively involved in supporting the design and implementation of UNWTO's programmes.

The **Technical Cooperation and Silk Road Department (TCSR)** is responsible for orchestrating the identification, execution, and evaluation of diverse field projects across multiple operational sectors within UNWTO. These sectors range from investment facilitation and regulatory governance to capacity enhancement, sustainable tourism development, data-driven tourism statistics, strategic marketing, human capital development, and public-private synergies. With an unwavering commitment to Member States, TCSR aims to promote tourism as a cornerstone of sustainable and high-quality development.

Purpose

To advance the Organization's mission and strategic objectives by offering consultative support and guidance to UNWTO officials during their engagements with representatives from both Member and Non-Member States, as well as international bodies, NGOs, and academic institutions. The role also entails the identification and analysis of geopolitical trends and international relations dynamics, assessing their implications for UNWTO. Furthermore, it involves the cultivation and sustenance of collaborative networks with Member States, United Nations agencies, and other international

organizations. A specialized focus will be maintained on providing expert guidance and key involvement related to the Japanese cooperation framework and projects, ensuring alignment with UNWTO's strategic goals

Partners

Internal contacts are normally maintained with counterparts in related functional areas and senior staff of the Organization. External contacts are most frequent with counterparts within national governments, non-governmental and intergovernmental organizations and institutions. Less frequently, contacts involve outside technical experts in related fields

III. Supervision

Name of Supervisor:	Jaime I. Mayaki	Title of Supervisor:	Director <i>ad interim</i> , Technical Cooperation and Silk Road
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Content and Methodology of Supervision

As part of the UNDP JPO programme overall framework, the JPO will benefit from the following supervision modalities:

- Structured guidance provided by the supervisor, especially in the beginning of the assignment, with the purpose of gradually increasing the responsibilities of the JPO;
- Establishment of a work plan, with clear key results;
- Effective supervision through knowledge sharing and performance/development feedback throughout the assignment;
- Easy access to the supervisor;
- Participation in Programme meetings to ensure integration and operational effectiveness;
- Guidance and advice in relation to learning and training opportunities within the field of expertise;
- Completion of the yearly performance evaluation report;
- If more than one supervisor; clear agreement of the roles and responsibilities between the relevant parties.

IV. Duties, Responsibilities and Output Expectations

Duty No.1:

Task: Technical Assistance and Project Management **Percentage 30%**

- Develops, implements, and evaluates technical cooperation projects, liaising with consultants, donors, beneficiaries, and other counterparts.
- Monitors project activities and budget expenditures, proposing actions and solutions for over or under expenditures.
- Organizes technical seminars and related meetings, maintaining rapport with project partners.

Duty No.2:

Task: Data Collection and Analysis **Percentage 20%**

- Conducts data collection and analysis for subject matter expertise.
- Designs data collection tools and maintains up-to-date records, including indicators.
- Reviews project documents and reports, identifying problems and issues to be addressed.

Duty No.3:

Task: Reporting and Documentation **Percentage 20%**

- Drafts, prepares, and reviews technical reports, including terms of reference, concept notes, project documents, and proposals.

- Prepares reports for UNWTO organs and donors, as well as various written outputs and correspondences.
- Presents project results and outputs in public speaking activities.

Duty No.4:

Task: Stakeholder Engagement and Partnership Building **Percentage 15%**

- Acts as an in-house expert on relevant projects, providing consultative input.
- Assists in identifying opportunities to expand the project portfolio and deepen collaboration with authorities.
- Maintains regular collaboration with United Nations agencies and other development agencies on joint projects.

Duty No.5:

Task: Communication and Outreach **Percentage 10%**

- Drafts official communications, such as speeches, press releases, and invitations.
- Contributes to UNWTO website and publications related to Technical Cooperation.
- Supports public information and outreach activities, including training workshops and special events.

Duty No.6:

Task: Internal Coordination and Policy Development **Percentage 5%**

- Partners with Knowledge and Regional Department in the transfer of technical information.
- Supports the development of the Programme of Work, making recommendations on new areas and drafting sections pertaining to own work assignment.
- Assists in developing internal procedures and policies, providing advice on rules and regulations.

V. Competencies and Selection Criteria

In this section list **all** 5 core competencies as well as the most relevant technical/function competencies the role will require along with the appropriate level. Primary competencies are those integral to the position and are the criteria by which a hiring decision would be made. Secondary competencies are necessary but are not critical to the role.

Core

Innovation

Ability to make new and useful ideas work

Level 2: Execute & Learn (Perform defined tasks)

Leadership

Ability to persuade others to follow

Level 2: Execute & Learn (Perform defined tasks)

People Management

Ability to improve performance and satisfaction

Level 3: Apply & Adapt (Recognized contributor with demonstrated ability)

Communication

Ability to listen, adapt, persuade and transform

Level 3: Apply & Adapt (Recognized contributor with demonstrated ability)

Delivery

Ability to get things done

Level 3: Apply & Adapt (Recognized contributor with demonstrated ability)

Technical/Functional

Knowledge Management

Knowledge and understanding of theories and concepts related to the programme area

Level 3: Apply & Adapt (Recognized contributor with demonstrated ability)

Problem-Solving

Analytical and problem-solving skills, including the ability to identify and participate in resolution of issues/problems

Level 3: Apply & Adapt (Recognized contributor with demonstrated ability)

Research

Familiarity with and experience in the use of various research methodologies and sources, including electronic sources and the internet, intranet and other databases

Level 3: Apply & Adapt (Recognized contributor with demonstrated ability)

Judgment

Ability to apply good judgment in the context of the assignments given

Level 3: Apply & Adapt (Recognized contributor with demonstrated ability)

Communication Skills

Good communication (spoken and written) skills, including the ability to draft/edit a variety of written reports, studies and other communications and to articulate ideas in a clear, concise style

Level 3: Apply & Adapt (Recognized contributor with demonstrated ability)

Interpersonal Skills

Ability to establish and maintain effective working relationships with people of different national and cultural backgrounds

Level 3: Apply & Adapt (Recognized contributor with demonstrated ability)

VI. Recruitment Qualifications

Education: First-level university degree in the field of economics, development studies, business administration, international relations, management, communications, or a related field.

Experience: A minimum of two years of progressively responsible experience in a field related to the department.

Language Requirements:

- Fluency in English;
- Good working knowledge of French would be a strong asset;
- Good working knowledge of one of other official languages of the Organization (Arabic, Chinese, Spanish, or Russian) is an asset.

Other desirable education, languages and work experience:

- Computer literacy in Microsoft Office and Windows 10.
- Previous experience in the United Nations or another international organization would be an asset

VII. Training and Learning

As part of the UNDP JPO programme overall framework, the JPO will benefit from technical training, IT training or other specific training on the programme which may be envisaged, subject to financial availability.

IX. Approval

Approved by:	Jaime I. Mayaki
Title of Approving Official:	Director <i>ad interim</i> , Technical Cooperation and Silk Road Department
Date of Issuance:	31/10/2023