1. **INTRODUCTION**

The World Customs Organization (WCO) is an independent intergovernmental body, established in 1952 as the Customs Co-operation Council (CCC), whose mission is to enhance the effectiveness and efficiency of Customs services across the globe. The WCO represents 185 Customs administrations that collectively process approximately 98% of world trade. As the global centre of Customs expertise, the WCO is the only international organization with competence in Customs matters.

As a forum for dialogue and exchange of experiences between national Customs delegates, the WCO offers its Members a range of conventions and other international instruments, as well as technical assistance and training services provided either directly by the Secretariat, or with its participation. The Secretariat also actively supports its Members in their endeavours to modernize and build capacity within their national Customs administrations.

2. **OVERVIEW**

The WCO plays a leading role in supporting reform and modernization agendas in Customs administrations throughout the world. Before the pandemic it managed more than 400 missions per annum, most of which currently are modified and are provided in virtual mode. The WCO thus enters into comprehensive development partnerships with a growing number of Members.

3. **BACKGROUND**

The partnership between the WCO and Member administrations is financially supported by Customs Cooperation Funds (CCF) provided by various donor administrations and other entities. CCFs are mainly utilised to assist Customs administrations of developing and least developed member countries. The objective of the position is to coordinate, promote and document the delivery of the WCO’s CCF supported projects, through effective logistical, procurement, briefing and communications support.

4. **OBJECTIVES**

The objectives of the assignment are as follows:

- Ensure that appropriate administrative assistance and cost-effective logistics arrangements are in place and are used to support the implementation of CCF projects;
• Coordinate reception of invoices from service providers and organize the payments with the Accounting service;
• Support WCO technical experts in the delivery of CCF projects; and
• Consolidate country- and regional-level logistical intelligence to support capacity building activities and CCF projects.

5. MAIN RESPONSIBILITIES

Under the supervision of the Head of External Relations Unit, the Administrative Assistant will focus on the following key activities:

i. Ensure that appropriate administrative assistance and cost-effective logistics arrangements are in place and are used to support the implementation of CCF activities

(a) Manage procurement-related logistics for the implementation of CCF projects (e.g., conference facilities and related equipment) and coordinate payment procedures between the WCO accounting department and service provider in accordance with the WCO Financial Rules;
(b) Ensure that travel, facilities and accommodation for CCF projects are arranged using WCO systems, procedures and workflows; and
(c) Ensure that the relevant contracts and purchase orders are in place to support CCF project implementation.

ii. Support WCO technical experts in the delivery of CCF projects

(a) Ensure effective communication and follow-up with technical experts regarding travel policies and procedures;
(b) Assist in organising and coordinating activities that are delivered in virtual mode using different online tools and programmes (TEAMS, Zoom, GoToMeeting, etc.), and;
(c) Coordinate communications between technical experts and beneficiaries on logistical matters.

iii. Consolidate country- and regional-level logistical intelligence to support capacity building activities and CCF projects

(a) Ensure that cost-effective and time-saving logistical solutions are identified on an ongoing basis, and are documented; and
(b) Ensure that databases concerning in-country resources (i.e., interpreters, hotels, conference facilities, transportation, etc.) are maintained.

iv. Any other related duties as may be assigned by the supervisor.
6. **EDUCATION**

- University bachelor's degree or higher in a relevant field of study or an equivalent combination of education, skills and experience.

7. **EXPERIENCE**

- The applicant should have at least 3 years of experience of coordinating complex multi-stakeholder programmes, preferably in an international context;
- Experience of maintaining a network of contacts, particularly within a Customs or international government co-operation context;
- Experience of organizing events;
- Experience of working in an international/cross-cultural context;
- Experience with WCO financial rules and travel system is considered an asset; and
- Ability to follow instructions and, when necessary, work independently with minimal supervision.

8. **LANGUAGES**

- WCO has two official working languages: English and French. Fluent knowledge (both spoken and written) of at least one of them is required. Knowledge of the other is a strong asset;
- Knowledge of either Spanish, Russian, or Arabic would be considered an advantage for this position.

9. **COMPETENCIES**

- Strong interpersonal skills and ability to work in a team, in a multi-cultural environment;
- Being a good organizer, flexible, enthusiastic and open-minded; and
- Ability to handle stress in highly vibrant work environment.

10. **CONTRACT AND CONDITIONS**

- Staff member under short-term contract until 30 June 2025 (with possibility of renewal, depending on performance and availability of funding);
- Probationary period: 6 months;
- Full-time employment (37 hours and 40 minutes per week) at WCO Headquarters in Brussels, Belgium;
- 30 days of annual paid leave;
- Salary of 3500 €/month all-inclusive (remuneration exempt from income tax in Belgium); and
- Compulsory WCO health insurance deducted from salary (around 68 €/month).

This position is subject to the conditions laid down in the Manual for Short-Term Contractors. The successful applicant shall not acquire the subsequent right to occupy a permanent post within the WCO. The successful applicant will not be affiliated to any WCO retirement fund or pension scheme.

11. **APPLICATION AND RECRUITMENT PROCESS**
The onus is on the applicant to demonstrate how he/she meets each of the essential qualifications and requirements. Applicants are encouraged to detail concrete achievements in their CVs and/or in their cover letter and to include references.

Only short-listed candidates will be contacted for an assessment which may include a written test and/or an interview. All short-listed candidates may be requested to provide copies of their original diploma, certificates and proof of relevant experience. Pre-selected candidates may also be subject to reference checks to confirm the information provided in the application.

Interested candidates should submit their application for review no later than 22/08/2023 24h00 (CET), including a CV and cover letter in English or French by e-mail to:

WCOER.Vacancy@wcoomd.org

Interested candidates may submit a request for additional information via e-mail, providing full name and contact details. Incomplete applications will not be considered.

*The evaluation of applicants will be conducted on the basis of the information submitted in the application according the position criteria and the WCO applicable rules.*

12. ADDITIONAL INFORMATION

The WCO values commitment to the principles of integrity, transparency and accountability as well as diversity among its staff members. Applications from qualified women and men will receive equal treatment and due regard will be paid to the importance of recruiting nationals from WCO Members on as wide a geographical basis as possible. Please note that the WCO Headquarters is a non-smoking environment.

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