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 186 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. PROGRAMME BACKGROUND
Customs administrations perform a range of important functions on behalf of their governments, including revenue collection, trade facilitation, community protection, and national security. Their compliance with international standards and capacity to simplify and harmonize customs formalities are vital for the competitiveness of their national economy, the improvement of the investment climate and further development of international trade. Therefore, investing in Customs reform and modernization has become a key development priority in recent years.
The adoption of the World Trade Organization (WTO) Trade Facilitation Agreement (TFA), including its mandatory provisions related to the employment of modernized Customs procedures, has reinforced the need to support Customs administrations in developing and least developed countries to modernize and reform Customs in line with international standards.

The WCO is a so-called ‘Annex D organization’ and supports its Members in the implementation of the WTO TFA.

In April 2022 a Grant Agreement was signed between the WCO and His Majesty’s Revenue and Customs (“HMRC”) of the United Kingdom for the period April 2022-March 2025. This Grant Agreement is designed to support the sustainable implementation of the WTO TFA in developing countries using WCO instruments and tools under the auspices of the WCO Mercator Programme, which is designed to provide tailor-made assistance for implementing trade facilitation measures. More information on the WCO Mercator Programme can be found here.

The “Accelerate Trade Facilitation Programme” (the “Programme”) brings together the WCO and the United Nations Conference for Trade and Development (“UNCTAD”) in a partnership sponsored by HMRC to support the effective implementation of the WTO TFA with the objective to contribute to sustainable inclusive economic growth.

The Programme is designed to leverage the competencies and capacities of the WCO, UNCTAD and HMRC. The WCO provides significant value for money by leveraging its unique Customs-to-Customs approach and its pool of WCO accredited and recognized experts, including officials from HMRC and the United Kingdom Border Force, to deliver technical assistance and capacity building and by applying the WCO’s international standards and tools under the auspices of the WCO Mercator Programme. UNCTAD’s complementary support to National Committees on Trade Facilitation is a key component of the Programme’s vision.

The Accelerate Trade Facilitation Programme is a follow-up to the HMRC-WCO-UNCTAD Trade Facilitation Capacity Building Programme, which has been running since 2015 and has entered its fourth phase. For more information about the Accelerate Trade Facilitation Programme and its work, please consult here.

3. **OBJECTIVES**

The main objective of the Accelerate Trade Facilitation Programme is to foster sustainable development by supporting Customs administrations to implement the TFA, through providing both TFA technical assistance as well as capacity building on organizational development as a cross-cutting enabler required to ensure a conducive environment for successful reforms. This includes technical assistance in the areas of risk management, time release study and air cargo streamlining and organizational development capacity building on gender equality and diversity, integrity, leadership and management development, and competency-based Human Resource Management. This is done through the organization of national diagnostics or capacity building/technical assistance training, workshops and regional and international events, promoting experience sharing and building on a Customs-to-Customs partnership.

www.wcoomd.org
4. **MAIN ACCOUNTABILITIES**

Reporting to the Head of the Programme, the Programme Assistant will provide administrative, financial, communication and logistical support to the Programme implementation. The overall goal of the assignment is to coordinate, promote and document the Programme’s delivery through effective logistical, procurement, briefing, communication, reporting, monitoring and evaluation support.

A variety of project support activities are expected to be performed, including assisting in monitoring activities (including for Results Framework purposes), expenditure and financial reporting, stakeholders’ relations, communication and outreach activities. The Programme Assistant will also provide logistical and financial support for the organization and delivery of the Programme activities. In particular, the Programme Assistant will focus on the following key activities:

I. **Programme Implementation:**

(a) Conducting background research to inform project planning;
(b) Supporting the monitoring of Programme activities, deliverables and results, ensuring that these are implemented according to Programme activity work plans and timelines, and duly logged for progress/reporting purposes;
(c) Ensuring accurate, updated filing and monitoring system for all Programme contracts, activities and documents;
(d) Contributing to the coordination of organizational development support and related tool development; and
(e) Maintaining an updated monitoring system for Programme activities, deliverables and means of verification with regular progress monitoring of results implementation to inform donor reporting;

II. **Communication:**

(a) Supporting the drafting of articles and communication materials on Programme activities and achievements to be published on the WCO Web Site and through newsletters;
(b) Providing initial drafts of narrative Programme reports, and reporting/forward planning PowerPoint presentations for the Programme’s Steering Group meetings;
(c) Contributing to the drafting of case stories and experience sharing by partner countries, illustrating Programme results;
(d) Ensuring Programme communications are properly documented and tracked and in line with the Programme’s communication targets and the WCO Visibility Rules;
(e) Maintaining a network of contacts in beneficiary administrations to support implementation, monitoring and evaluation activities;
(f) Maintaining close contact with WCO staff of the travel, procurement, accounting and other relevant departments;
(g) Ensuring translation of relevant documents by the WCO translation services; and
(h) Maintaining updated templates of Programme documents in line with the Programme’s procedures.

III. Procurement, Contracting and Logistics:

(a) Following up with registrations of participants to Programme activities and providing logistical information as required;
(b) Drafting invitation letters and logistic notes for Experts and participants of Programme activities;
(c) Ensuring proper recording of Terms of References, Mission Reports, and contribution of Experts in the internal Mission system of the WCO;
(d) Providing logistical support in the organization of travels for Experts and participants of programme activities and providing logistical and financial coordination in collaboration with the WCO Travel office;
(e) Booking conference facilities, interpreters, and other service providers in accordance with established WCO procurement policies and relevant provisions of the Programme contract and budget; and
(f) Providing pre-departure briefings to technical experts, addressing questions of business culture/etiquette, entry/exit requirements, safety and security and governance, and meetings with administration contacts ensuring the logistics and organization of the activities.

IV. Financial Management:

(a) Generating Purchase Orders, ensuring all programme expenditures/invoices are properly settled, closed and recorded, and following up with the WCO accounting department as needed;
(b) Maintaining an updated monitoring system for financial expenditure ensuring that expenditures are properly recorded and cross-checked with budget allocations set by the Programme Manager in the Activity-Based Budget; and
(c) Contributing to the financial reports to the donor.

V. Any other related duties as may be assigned by the supervisor.

5. EDUCATION

- Bachelor’s degree level qualification or related experience commensurate with a graduate degree.

6. EXPERIENCE
The WCO is seeking a junior- to mid-level Programme Assistant with at least three (3) years of experience in supporting multi-stakeholder programmes, preferably in an international context. Preference will be given to applicants with:

- Experience in similar activities as described above;
- Experience in Customs or a related field;
- Experience in international capacity building;
- Experience working with developing countries;
- Experience maintaining a network of contacts, particularly within a Customs or Government context;
- Experience in organizing events; and
- Experience in an international/cross-cultural context.

7. **LANGUAGES**

- Proficiency in drafting and speaking in English; and
- Knowledge of French would be an advantage.

8. **COMPETENCIES**

- Meticulous in record keeping and updating of monitoring tools;
- Ability to build relationships, advocate and pro-actively follow-up;
- Excellent writing skills;
- Team orientation;
- Proficiency in the use of office software: MS Office, MS Excel;
- Knowledge of Publishing Software is considered an asset, as is familiarity with creating Infographics and visually attractive reports and presentations; and
- Knowledge of the Customs environment and knowledge of the WTO TFA is considered an asset.

9. **CONTRACT AND CONDITIONS**

- Staff member under a short-term contract up to 30 June 2025, with the possibility of an extension subject to satisfactory performance and confirmation of a Phase V of the Programme – noting that the Programme is likely to be extended subject to ongoing funding discussions.
- Expected starting date: as soon as possible
- Probationary period of six (6) months.
- Full-time employment (37 hours and 40 minutes weekly) based at the WCO Headquarters in Brussels, Belgium. No relocation package will be offered.
- 30 days of annual paid leave.
- Travels to beneficiary countries may be required on an occasional basis.
Salary of 3500 EUR/month, with possibly some flexibility subject to the candidate’s profile and experience (remuneration exempted from income tax in Belgium).

Compulsory WCO health insurance deducted from the salary (around 73 EUR/month).

This position is subject to the Manual for Short-Term Contractors. The successful applicant shall not acquire the right subsequently to occupy a permanent post within the WCO. The successful applicant will not be affiliated to any retirement fund or pension scheme taken by the WCO. If a candidate is related to current WCO staff members (spouse, father, mother, son, daughter, brother or sister), he/she is required to expressly indicate this in the application.

10. APPLICATION AND RECRUITMENT PROCESS

The onus is on the applicant to demonstrate how he/she meets each of the education and experience requirements. Applicants are encouraged to detail concrete achievements in their CVs and/or in their cover letters, as well as include references.

Only short-listed candidates will be contacted for an assessment which may include a written test and one or more interviews. 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 29 August 2024, including a CV and cover letter in English by e-mail to: tfapartnerhips@wcoomd.org

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

11. ADDITIONAL INFORMATION

The WCO values commitment to the principles of integrity, transparency and accountability, as well as values 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. The age limit for employment with the WCO is 65. Please note that the WCO Headquarters is a non-smoking environment.