



## Program Assistant (G5)<sup>1</sup>

<b>Publication Date:</b>	<b>26 April 2024</b>
<b>Deadline for Application:</b>	<b>12 May 2024</b>
<b>Title:</b>	<b>Program Assistant</b>
<b>Grade</b> (as defined in the salary scales applicable in the United Nations Common System):	<b>G5</b>
<b>Duration of Appointment:</b>	<b>Two years, with the possibility of extension (as per ISA Regulations)</b>
<b>Duty Station:</b>	<b>Gurgaon, Haryana, (Delhi) India</b>
<b>Expected date of joining Duty Station:</b>	<b>As soon as possible (Working remotely is also an option, depending on the pandemic situation)</b>

### Background

The International Solar Alliance is an inter-governmental organization headquartered in Gurgaon, India. The vision and mission of the International Solar Alliance is to provide a dedicated platform for cooperation among solar resource-rich countries where the global community, including bilateral and multilateral organizations, corporates, industry, and other stakeholders, can make a positive contribution to assist and help achieve the common goals of increasing the use of solar energy in meeting energy needs of ISA Member Countries in a safe, convenient, affordable, equitable and sustainable manner.

The Program Assistant will deliver a wide range of business support processes and activities for a specific professional area of work to facilitate effective service delivery. S/he will report to the ADG/ or Cluster Head or any assigned supervisor. The Program Assistant typically provides direct assistance to a senior officer or Chief of Unit or Cluster Head responsible for a major program/operations, such as a cluster or unit, and performs, under minimal supervision, the full range of office management and administrative support functions.

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<sup>1</sup> Only Indian are eligible for consideration

## **Duties and Responsibilities**

### **1. Support the implementation and management of the Program:**

- Collate information for inclusion in reports, documents and correspondence; assist in preparing presentation materials using appropriate technology/software.
- Respond to standard queries and provide timely and accurate guidance.
- Respond or draft responses to a wide range of correspondence and other communications in a timely and accurate manner; using a standard word processing package, assist in preparing a wide variety of large, complex documents and reports.
- Carry out quality control functions for documentation, correspondence, etc., making changes in line with established guidelines where appropriate.
- Ensure smooth and efficient information flow within the unit; assist in developing office administrative systems and procedures.
- Manage, update, and further develop internal databases; update website, as may be required.
- Perform various administrative duties (e.g., leave recording, meeting organization, reservations, office supply and equipment orders, etc.), including preparing and/or processing administrative requests/documents (e.g., travel requests, expense claims, vouchers, visa applications, etc.).
- Attend meetings, prepare minutes, monitor follow-up activities, maintain calendar/schedules, etc.

### **2. Provide technical assistance to program partners:**

- Maintain relationships with various individuals by providing business support to facilitate information sharing and service delivery to staff.
- Research, compile, and summarize background materials for use in preparing reports, briefs, speeches, etc.

### **3. Support monitoring and reporting of the Program:**

- Process and manage routine administrative and financial tasks in various functional areas,
- Contribute to the effective and timely management of resources
- Manage and maintain records and databases to ensure information is organized and readily available for staff.
- Generate a variety of standard and non-standard statistical and other reports from various databases

### **4. Knowledge building:**

- Provide assistance in coordinating service-wide activities (meetings, training, etc.), special projects, and events.
- Participate in the training for the operations/ projects staff on the program.

Maintains files (both paper and electronic) and databases for the work unit.

Perform other duties, as assigned, in the area of work.

## Competencies

**Professionalism:** Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines, and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all work areas.

**Communication:** Speaks and writes clearly and effectively; Listens to others, correctly interprets messages from others, and responds appropriately; asks questions to clarify and exhibits interest in having two-way communication; tailors language, tone, style, and format to match audience; demonstrates openness in sharing information and keeping people informed.

**Planning and Organizing:** Ability to plan and organize assignments. Identifies priority activities and assignments; adjusts priorities as required. Allocates appropriate amount of time and resources for completing work. Uses time efficiently. Demonstrates high degree of autonomy in the discharge of assignments.

**Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

## Qualifications

### Education:

- Completion of secondary school education.
- Bachelor's degree in Arts, Science, Commerce, Engineering, Management, Business Administration, or a related field is desirable.

### Experience:

- A minimum of four to five years of progressively responsible experience in assistance, administration, travel, protocol, procurement, or related fields is required.
- Experience working with administrative software applications (such as Microsoft Outlook, SharePoint, Word, Excel, and PowerPoint) is desirable.
- Experience using Enterprise Resource Planning (ERP) systems (such as SAP) for administrative-related tasks, specifically in travel arrangement, protocol, and procurement matters, is desirable.

**Language and IT skills:**

- The role demands substantial writing and verbal communication skills. As English is the official and working language of the Organization, excellent command of both written and spoken English is required.
- Knowledge of other languages (i.e., French, Spanish, and Arabic) would be an advantage.
- Satisfactory skills in Outlook, MS Office products, and various ERP systems is highly desirable.

**Recruitment Guidelines**

If you're interested in this role, please forward an up-to-date copy of your CV and a cover letter to [careers.isa@talenttribeconsulting.com](mailto:careers.isa@talenttribeconsulting.com)

Applications close on 12 May 2024 at 12 midnight IST.

ISA is an equal opportunity employer and strives to achieve gender parity at all levels. We welcome all candidates regardless of race, color, sex, religion, gender, disability, pregnancy, or any other protected characteristic.

Protecting your personal data is paramount to the ISA and is taken with the seriousness it deserves. Any information obtained for the purpose of this recruitment by either ISA or Talent Tribe is held and processed in accordance with the relevant data protection regulation and policy. The data you submit as part of this process will be securely stored on a computerized database and utilized for the recruitment process only.

The ISA maintains a retirement age of 65 years.

Please note that only candidates under serious consideration will be contacted for an interview and will receive notice of the outcome of the selection process.

The ISA retains the right to cancel the selection process if it is determined in the organization's best interest.

The ISA does not charge any application, processing, training, interviewing, testing, or other fee for the application or recruitment process. Should you receive a solicitation to pay a fee, please disregard it. Furthermore, please note that emblems, logos, names, and addresses are easily copied and reproduced. Therefore, you are advised to apply particular care when submitting personal information online.

*In addition to the salary, the ISA will provide the following allowances to the selected candidate:*

- a. Dependency allowances (for eligible spouses and up to 3 children)*
- b. Annual and sick leave (Annual leave accredited at 2.5 days per month)*

- c. Health insurance premium contribution as per ISA rules*
- d. Pension contributions (ISA will contribute a lump sum payment equivalent to UN common system rates (15.8% of net salary)).*
- e. Income tax reimbursement (the ISA provides for national income tax reimbursement upon proof of payment)*