



This project is funded  
by the European Union

DELPAZ - Manica and Tete Sub Programme  
Sub-Programme for the Provinces of Manica and Tete of "DELPAZ -  
Local Development for the Consolidation of Peace in Mozambique"  
FED/2020/419-614



## PROFESSIONAL VACANCY ANNOUNCEMENT NO. 6/AICSMAPUTO/2021

### FRONT OFFICE WORKER

#### Profile: Front Office Worker

**Programme:** "DELPAZ - Local Development for the Consolidation of Peace in Mozambique" (hereafter referred to as "the Programme"), financed by the European Union and implemented by the Italian Agency for Development Cooperation (AICS) for the Provinces of Manica and Tete.

#### Applicable regulations:

Law of 11 August 2014 n.125, entitled "*Disciplina generale sulla cooperazione internazionale per lo sviluppo*".

The decree of the Italian Ministry of Foreign Affairs (MAECI) of 22 July 2015 n. 113 "*Regolamento recante -Statuto dell'Agenzia italiana per la Cooperazione allo Sviluppo- ed in particolare in capo terzo, articolo 11, comma 1, lettera c)*".

Resolution of the Joint Committee of 19 November 2019 n. 101 "*Criteri e modalità per la selezione di personale non appartenente alla Pubblica Amministrazione da assumere con contratto di diritto privato a tempo determinato disciplinato dal diritto locale di cui all'articolo 11 comma 1 lettera c) dello Statuto AICS*".

Mozambique's Labour Law n.23 of 1 August 2007.

#### PROGRAMME BACKGROUND

The European Union's strong commitment to Mozambique's October 2019 Peace Agreement has motivated funding by the 11th European Development Fund for a comprehensive framework comprised by several interventions, including: (1) Disarmament, Demobilization and Reintegration (DDR), (2) National Reconciliation, (3) Decentralization, and (4) Socio-Economic Rehabilitation through support to livelihoods in conflict-affected areas (DELPAZ – Local Development for the Consolidation of Peace in Mozambique). The Sub – Programme for the Provinces of Manica and Tete of DELPAZ contributes to the implementation of the fourth pillar of the EU Programme.

The **overall objective** for this pillar is "**to contribute towards consolidation of peace at subnational levels in Mozambique**". The specific objectives reflect the two main components of the pillar: **local governance** (SO1, "to enhance inclusive local governance in selected provinces and conflict affected districts") and **economic recovery** (SO2, "to improve the livelihoods of rural communities in conflict affected districts, with a special focus upon women and disadvantaged groups"), focusing on Sofala, Manica and Tete Provinces. The implementation modalities established by the EU Delegation in Mozambique foresee Indirect Management with the United Nations Capital Development Fund (UNCDF) for SO1, and the Italian Agency for Development Cooperation (AICS) and the Austrian Development Agency (ADA) for SO2. These three Actions are funded under the same Description of EU Action Document (CRIS number: FED/MZ/2018/041-899) and will be implemented in close coordination under the same institutional umbrella.

AICS has been tasked with the implementation of SO2 in selected Districts of Manica and Tete



This project is funded  
by the European Union

**DELPAZ - Manica and Tete Sub Programme**  
**Sub-Programme for the Provinces of Manica and Tete of "DELPAZ -**  
**Local Development for the Consolidation of Peace in Mozambique"**  
**FED/2020/419-614**



Provinces. To this end, the AICS Action will work through local structures to enhance livelihood opportunities in six selected conflict-affected districts: 4 districts (Guro, Tambara, Barue and Macossa) in Manica and 2 (Moatize and Tsangano) in Tete. AICS Action will promote investments in climate-resilient small-scale infrastructure and agricultural technologies and practices aiming at increasing farmers' resilience to climate change impacts, natural disasters and other crises, and encourage inclusive market-led initiatives. The expected outputs are: (2.1) Enhanced public investment and service provision in selected districts and rural municipalities; (2.2) Increased adoption of climate-smart and productivity-enhancing agriculture technologies and practices by conflict-affected communities; (2.3) Enhanced market integration and off-farm economic activities of conflict-affected communities.

## TERMS OF REFERENCE

**Duty station:** Maputo.

**Contract and Remuneration:** the gross salary will not exceed 3.600,00 Euro per year.

**Duration:** 24 months – including a two - month probation period – with possible extension subject to needs, availability of funds, satisfactory performance and duration of the Programme.

**Expected start date of employment:** at the end of the recruitment process.

### 1. KEY FUNCTIONS

Under the overall guidance of the AICS Regional Representative in Maputo and the direct supervision of the Programme Coordinator, the **Front Office Worker** will have the first contact with the Programme Partners, guests and in general the audience that will come into contact with the Programme DELPAZ for Manica and Tete.

In particular, the **Front Office Worker** will:

1. Greet, communicate with, welcome guests and set a positive office atmosphere: greet visitors in a kind and respectful manner; direct visitors to their scheduled appointments;
2. Keep the reception room areas welcoming and tidy;
3. Answer the phone, take messages, and redirect calls to appropriate offices;
4. Receive letters, packages etc. and distribute them;
5. Oversee sorting and distribution of incoming mail;
6. Prepare outgoing mail (envelopes, packages, etc.);
7. Operate office equipment, such as photocopier, printers, etc;
8. Perform the translation of simple correspondences;
9. Assist in the daily Office operations and monitor office supplies;
10. Keep updated records and files when requested;
11. Take up other duties as assigned (travel arrangements, schedules etc.);
12. Make copy of documents when requested;
13. Perform any other duties as required.



This project is funded  
by the European Union

DELPAZ - Manica and Tete Sub Programme  
Sub-Programme for the Provinces of Manica and Tete of "DELPAZ -  
Local Development for the Consolidation of Peace in Mozambique"  
FED/2020/419-614



## 2. REQUIREMENTS

### 2.1 Essential Requirements:

Candidates will be considered eligible for selection on the basis of the following **essential requirements**, to be fulfilled by the deadline for applications:

- 2.1.1 Mozambican citizenship;
- 2.1.2 Age not exceeding (at the time of signing the contract) that required for retirement by local regulations;
- 2.1.3 Medically fit for employment;
- 2.1.4 High school diploma or equivalent;
- 2.1.5 At least 1 year professional experience in customer service;
- 2.1.6 Proficient in written and spoken Portuguese (C1 Level - Common European Framework of Reference);
- 2.1.7 Ability to use Microsoft Office applications (Word);
- 2.1.8 Not having sustained, in the three-year period preceding the date of expiry of the notice, an assessment of insufficiency in the assessment of work done/performed in the context of employment contracts signed with AICS offices other than Maputo.

### 2.2 Preferred requirements:

The following will constitute the preferred qualifications for the position:

- 2.2.1 Bachelor's level university degree or higher grade (level 6 European Qualification Framework EQF);
- 2.2.2 Proficient in written and spoken English (B1, B2, C1, C2 Level - Common European Framework of Reference);
- 2.2.3 Proficient in written and spoken Italian (B1, B2, C1, C2 Level - Common European Framework of Reference);
- 2.2.4 Previous working experience in activities similar to those covered by this notice.

Before submitting their application, candidates should assess whether they fulfil all the essential requirements specified in this vacancy notice. Professional experiences indicated in the curriculum vitae are accounted only from the time the candidate obtained the degree required for the position. Start and end dates of all previous positions and indication on whether they were full- or part-time should be clearly stated in the curriculum vitae. Details of any professional experience, training, research or studies must be provided in the application. Upon request, candidates must be able to provide supporting documentation clearly indicating the duration and nature of those experiences.

## 3. HOW TO APPLY

The submission of the application duly signed should indicate the number of the vacancy announcement. The applications should include:

1. Signed Legally Binding Statement (according to art. 46 of Italian D.P.R. 28.12.2000 n. 445) – as per the attached template, declaring:



This project is funded  
by the European Union

DELPAZ - Manica and Tete Sub Programme  
Sub-Programme for the Provinces of Manica and Tete of "DELPAZ -  
Local Development for the Consolidation of Peace in Mozambique"  
FED/2020/419-614



- a. Age not exceeding (at the time of signing the contract) that required for retirement by local regulations;
- b. Citizenship;
- c. Being medically fit for employment;
- d. Full enjoyment of political and civil rights;
- e. Absence of convictions for any criminal offence and absence of any pending criminal charge both in Mozambique and abroad;
- f. Not to have been dismissed, dispensed, declared lapsed or fired from employment in a public administration, both in Mozambique and abroad;
- g. Not to be subject to compulsory military service;
- h. Not having sustained, in the three-year period preceding the date of expiry of the notice, an assessment of insufficiency in the assessment of work done/performed in the context of employment contracts signed with AICS offices other than Maputo;
- i. To have acquired the academic qualification required by the selection notice;
- j. To have acquired the professional experience required by the selection notice;
- k. To have a written and spoken knowledge of Portuguese language, at least level C1 of the Common European Framework of Reference for Languages;
- l. To have knowledge and consistent effective use of the main Microsoft Office applications (Word).

Any false declaration will incur on penal sanctions according to article 76 of Italian D.P.R. n. 445 of 28.12.2000, as subsequently amended and supplemented, facing immediate termination of employment and loss of any wrongfully obtained benefit.

The applications should also include:

2. Dated and signed Curriculum vitae in Portuguese or English, including authorization to process personal data;
3. Dated and signed motivation letter in Portuguese or English;
4. Copy of valid identity document.

The applicants should also provide a telephone number and an email address for communications and must notify AICS Maputo of any change occurred after the submission of the application.

The applications duly dated and signed, and in non-editable pdf. format, should be submitted to the following email address: [maputo@aics.gov.it](mailto:maputo@aics.gov.it) by **17 June 2021 at 23:59:00 midnight (Mozambique time)**. The subject of the email must contain the vacancy announcement number **6/AICSMAPUTO/2021 – Front Office Worker**.

Please note that only complete applications (including documents 1, 2, 3, and 4) received within the deadline will be accepted and considered.

We encourage applicants to submit the application well before the deadline date, since heavy internet traffic or connection problems could lead to difficulties in submission. AICS cannot be held responsible for any delay due to such difficulties.



This project is funded  
by the European Union

DELPAZ - Manica and Tete Sub Programme  
Sub-Programme for the Provinces of Manica and Tete of "DELPAZ -  
Local Development for the Consolidation of Peace in Mozambique"  
FED/2020/419-614



#### 4. EXCLUSION FROM SELECTION PROCEDURES

The following defects will determine exclusion from the selection procedure:

- a) Applications lacking any of the essential eligibility requirements;
- b) Application received after the deadline stated in this announcement and using models other than those provided for in this announcement;
- c) Application documents (including annexes) not signed.

#### 5. EVALUATION OF APPLICATIONS

Once the terms of validity of the notice have elapsed, the AICS Office in Maputo assesses the admissibility of the applications regarding the presence of the essential requirements and the absence of causes for exclusion. The exclusion is communicated to the candidates concerned.

Subsequently, the the AICS Regional Representative appoints a selection committee who meet the requirements for autonomy and impartiality with respect to the candidates. The committee assesses the merits of the applications by assigning a maximum overall score of 100 points according to the following criteria:

##### **QUALIFICATIONS (Max 70 points)**

Assessment of education, competences and professional experience, and possession of preferred requirements as indicated in the documentation submitted by the candidate, will be carried out according to the below parameters:

**Education** (*further qualifications than the essential ones required*) - up to 10 points

**Language skills** - up to 10 points

**Professional experience** – up to 40 points

**Other qualifications or professional skills** – up to 10 points

##### **INTERVIEW (Max 30 points)**

Only candidates scoring minimum 40 points under "QUALIFICATIONS" will be included in the shortlist and invited for an interview.

However, the committee reserves the right to invite for an interview only the first 8 candidates according to the provisional ranking list.

The interview takes place via video conference (e.g. Skype, Zoom).

The interview shall be held in the languages indicated in the call for applications and shall assess the applicant's knowledge and experience, his or her ability to carry out the task in question, the language skills required and any other skills deemed necessary to assess the candidate's profile in relation to the post to be filled. The interview notice is sent by e-mail to the address indicated by the candidate at the time of application. Applicants shall not be entitled to reimbursement of any costs incurred in connection with the interview.



This project is funded  
by the European Union

**DELPAZ - Manica and Tete Sub Programme**  
**Sub-Programme for the Provinces of Manica and Tete of "DELPAZ -**  
**Local Development for the Consolidation of Peace in Mozambique"**  
**FED/2020/419-614**



### **Final scoring**

Candidates scoring at least 60 points at the end of the process will be included in the final list of retained candidates.

## **6. RESULTS OF THE SELECTION**

Only the retained candidates will be informed via email of the results of the selection process.

The candidate with the highest score in the ranking list is offered the position via email. The ranking list remains valid for one year and can be extended for another year for motivated needs related to the implementation of the initiative. In case of a decline by the selected candidate or an early termination of the contract, the office reserves the right to appoint another candidate from the ranking list - if the necessary financial resources are available.

In the event of equal scoring, the youngest candidate will be preferred. The ranking list is published on AICS and AICS Maputo Office websites.

Due to essential service reasons, the candidate with the highest score in the ranking list must be able to take up service in Maputo not later than 1 month from the publication of the ranking on AICS websites. In case the availability is not granted, the office reserves the right to appoint another candidate from the ranking list.

## **7. PROTECTION OF PRIVACY**

The submission of applications by a candidate implies consent to the processing of their personal data, including sensitive data, by personnel assigned to the custody and storage of applications and to their use for the purpose of the selection process

The AICS Regional Representative in Maputo is responsible in relation to personal data handling.

## **8. SUSPENSION AND PROTECTION CLAUSES**

AICS reserves the right to cancel or delay the recruitment process at any stage and at its own discretion.

Maputo, 17/05/2021