



UNITED NATIONS DEVELOPMENT PROGRAMME TERMS OF REFERENCE

I. Position Information

Position Title: Administrative Assistant
Agency: United Nation Development Program (UNDP)
Supervisor: Assistant Resident Representative for Operations (ARR/O)
Type of Contract: Service Contract (SC)
Duration of contract: One year (Initially)
Application Deadline: May 2020
Level: SB3/3
Duty Station: São Tomé

II. Organizational Context

UNDP (United Nation Development Program) is a key development partner of the government of São Tomé and Príncipe. The Strategic Plan 2017-2021 of the Country Office focuses on key areas including democratic governance, peace building, climate change, renewable energies, sustainable management of natural resources and economic growth. This work is already underway and supports the country in accelerating progress towards the Sustainable Development Goals and currently to mitigate the impact of COVID19.

To increase performance and efficiency of UNDP delivery of quality results, the office is divided in two portfolios:

- Portfolio CESA | Economic Growth and Environmental Sustainability
- Portfolio GOVREC | Governance and Capacity Building

Under the overall supervision of the Assistant Resident Representative for Operations, and with the technical guidance of the CESA Portfolio Manager, the *Administrative Assistant* will support all CESA Portfolio administrative activities within the PMU. The Administrative Assistant will work in close collaboration with the other program and operations staff in the CO to exchange information and ensure consistent services delivery.

III. Functions / Key Results Expected

Summary of Key Functions:

- Ensures the implementation of operational and management strategies
- Ensures effective administrative and logistical services
- Maintenance of the Registry system and effective mail management
- Cost recovery for pouch services
- Support to knowledge building and knowledge sharing
- Any other task assigned by the Supervisor

1. Ensures **implementation of operational and management strategies** focusing on achievement of the following results:

- Full compliance of administrative management and inventory ensuring that proper asset management is performed in adherence to UN/UNDP rules, regulations, policies and strategies and that inventory procedures are complied.

- Provision of inputs to the CO administrative business processes mapping and implementation of the internal standard operating procedures (SOPs Implementation of operational and management strategies).

2. Ensures **effective administrative and logistical services**, focusing on achievement of the following results:

- Contacts with visitors and project personnel, arrangement of appointments and meetings, prepare rooms for meetings, act as an interpreter when required and/or taking minutes.
- Compilation and preparation of briefing and presentation materials, speeches, background information and documentation for meetings and missions.
- Translation of simple correspondences/documents from/to Portuguese, French, English and vice versa, when needed.
- Maintenance of records/ documents/ files relating to the project in a user-friendly manner both in paper and SharePoint filing systems.
- Be responsible for assigned correspondence and other admin tasks including creating E-requisitions.
- Support to travel arrangements and hotel reservations, preparation of travel authorizations, processing requests for visas, identity cards and other documents.
- Administrative support to conferences, workshops, retreats.
- Arrangement of vehicle transportation, regular vehicle maintenance and insurance.
- Assistance in proper control of supporting documents for payments and financial reports.
- Check related forms delivered by Implementing partners for completion before submitting to the Finance section for verification.
- Prepare documents for the Portfolio projects receipting of goods and services.
- Preparation of routine correspondence, faxes, memorandum and reports to partners.
- Extracting, inputting, copying and filing data from various sources as required.
- Maintain a proper filing system for financial records ensuring safekeeping of confidential materials.
- Assisting in organizing, executing and coordinating logistical requirements by drawing up an event timeline, programme schedule and checklist for successful holding of events.
- Custodian for management of office stationery supplies including maintenance of stock list of stationery, distribution of stationery as required by staff and keeping a log of distribution.
- Extraction of data from various sources.
- Organize agenda and follow up on deadlines, commitments made, actions taken and coordination of collection and submission of the reports to Portfolio Manager and other projects managers as requested.
- Assistance in the preparation of documents, provision of information for audit purposes.

3. **Maintenance of the Registry system, effective mail management**, focusing on achievement of the following results:

- Set up and maintenance of the Office filing system in accordance with the UNDP Global Filing System.
- Set up and maintenance of the Portfolio filing system in accordance with the UNDP Global Filing System.
- Opening of new subject files as required and disposal of old files in accordance with the established retention schedule.
- Maintenance of archives, making sure files are properly stored and accessible; safe keeping of documents.
- Provision of photocopies of material from the confidential registry files, as requested by staff. Assistance in the collection of reference and background material from registry files.
- Establishment and maintenance of records system of file movements within the Portfolio; maintenance of the office circulation and reading files.
- Preparation of correspondence and reports related to registry activities.
- Receives, screens, logs and routes correspondences, attaches necessary background information and maintains follow-up systems.

<ul style="list-style-type: none"> <input type="checkbox"/> Registers, classifies and routes all incoming correspondence, documents and other material. <input type="checkbox"/> Open new subject files as required and disposes of old file in accordance with established retention schedules. <input type="checkbox"/> Drafts non substantive correspondence on routine matters and ensure follow-up. <input type="checkbox"/> Maintains office records and reference files on various subject.
<p>4. Ensures cost recovery on Pouch Operations focusing on achievement of the following results:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Provision of information for proper prorating and billing of user agencies.
<p>5. Support knowledge building and knowledge sharing in the CO, focusing on achievement of the following results:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Participation in the training for the operations/programme staff. <input type="checkbox"/> Sound contributions to knowledge networks and communities of practice. <input type="checkbox"/> Draft meeting reports and distribute them as requested.
<p>IV. Impact of Results</p>
<p>The key results have an impact on the accurate, safe, cost-effective and timely execution of the CO services.</p>
<p>V. Competencies</p>
<p>FUNCTIONAL COMPETENCIES</p>
<p style="text-align: center;">OPERATIONAL EFFECTIVENESS</p>
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Ability to perform a variety of repetitive and routine tasks and duties related to Registry and Pouch <input checked="" type="checkbox"/> Ability to review data, identify and adjust discrepancies <input checked="" type="checkbox"/> Ability to handle a large volume of work possibly under time constraints <input checked="" type="checkbox"/> Good knowledge of administrative rules and regulations <input checked="" type="checkbox"/> Detailed knowledge and understanding of clerical, administrative, secretarial best practices and procedures, in-depth knowledge of office software applications relating to word processing data management presentation, ATLAS, as required <input checked="" type="checkbox"/> Ability to operate and maintain a variety of computerized business machines and office equipment in order to provide efficient delivery of service <input checked="" type="checkbox"/> Ability to organize and complete multiple tasks by establishing priorities
<p style="text-align: center;">MANAGING DATA</p>
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Collects and compiles data with speed and accuracy identifying what is relevant and discarding what is not, records it in an accessible manner and maintains data bases <input checked="" type="checkbox"/> Thoroughly and methodically collects, verifies and records data demonstrating attention to detail and identifying and correcting errors on own initiative <input checked="" type="checkbox"/> Transmits file data; creates and generate queries, reports and documents utilizing databases, spreadsheets, communications and other software packages with speed and accuracy Interprets data, draws conclusions and/or identifies patterns which support the work of others
<p style="text-align: center;">MANAGING DOCUMENTS, CORRESPONDENCE AND REPORTS</p>
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Creates, edits and presents information (queries, reports, documents) in visually pleasing, clear and presentable formats such as tables, forms, presentations, briefing notes/books and reports using advanced word processing and presentation functions and basic database and spreadsheet software <input checked="" type="checkbox"/> Edits, formats and provides inputs to correspondence, reports, documents and/or presentations using word processing, spreadsheets and databases meeting quality standards and requiring minimal correction <input checked="" type="checkbox"/> Shows sound grasp of grammar, spelling and structure in the required language <input checked="" type="checkbox"/> Ensures correspondence, reports and documents comply with established UN standards Ability to produce accurate and well documented records conforming to the required standard

PLANNING, ORGANIZING AND MULTI-TASKING

- Organises and accurately completes multiple tasks by establishing priorities while taking into consideration special assignments, frequent interruptions, deadlines, available resources and multiple reporting relationships
- Planes, coordinates and organises workload while remaining aware of changing priorities and competing deadlines
- Demonstrates ability to quickly shift from one task to another to meet multiple support needs
- Establishes, builds and maintains effective working relationships with staff and clients to facilitate the provision of support

CORPORATE COMPETENCIES:

- Demonstrates commitment to UNDP's mission, vision and values
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Demonstrating/safeguarding ethics and integrity
- Demonstrate corporate knowledge and sound judgment
- Self-development, initiative-taking
- Acting as a team player and facilitating team work
- Facilitating and encouraging open communication in the team, communicating effectively
- Creating synergies through self-control
- Managing conflict
- Learning and sharing knowledge and encourage the learning of others
- Informed and transparent decision making

VI. Recruitment Qualifications

Education:	Secondary education - Minimum Completed High School degree (12 th grade) with specialized training in administration. University degree in Business or Public Administration, and any other related fields would be desirable, but it is not a requirement.
Experience:	Minimum five (5) years (with Secondary education), or minimum three (3) years (with bachelor's degree) of relevant experience in Administration or Programme support service. Excellent capacities in the usage of computers and Office Software packages (MS Office at minimum, Graphic skills, etc.). Experience in handling of Web-based management systems would be an asset.
Mandatory Language Requirements:	Fluency in written and spoken Portuguese and English. Knowledge of French language is an asset.

VII. Signatures- Job Description Certification

Supervisor

Antonia Daio, Assistant Resident Representative for Operations
Date: 01.05.2020

Signature:



Katarzyna Wawiernia, Resident Representative
Date: 01.05.2020

Signature:

