



Terms of Reference

Operational Assistant (Group III)

Department:	Operations	Duty Station:	(Thailand/Bangkok)
Job title:	Operational Assistant (Group III)		

Supervisory roles, back-up and replacement to be established by the HoO (Head of Office) (cf. updated organisation chart).

1. Job summary:

The job holder efficiently assists and contributes to the tasks of the team assigned, through support, research and analysis activities.

2. Responsibilities & Tasks:

Within delegated authority, the Operational Assistant (Group III) will be responsible for the following tasks:

Programme work

- Generates a variety of reports and statistical tables to support the other team members;
- Researches and compiles background documents and guidelines from the internet and other sources, as requested;
- Contributes to the preparation of briefing packages;
- Drafts documents and reports as requested by line manager;
- Identifies complex, urgent or sensitive information for special treatment;
- Updates weekly missions and monitoring plans, and coordinates the logistics support with the Resource Management section of the office/RO (Regional Office) if needed;
- Disseminates mission schedules as relevant and ensures that feedback is given in due course;
- Attends meetings related to the programme section as instructed by line manager and report;
- Assists the HoO/TA (Technical Assistant) in the event of an emergency response.

Specific duties for senior level Operational Assistant

- Contributes to the appraisal, monitoring and evaluation of projects, including financial assessment of proposals;
- Accompanies the TA on field visits as appropriate.

Working with partners

- Liaises, in close coordination with the line manager, and as appropriate, with partners, local authorities and institutions, in particular in relation to the practical arrangements for the missions;
- Assists with enhancing the visibility and communication of DG ECHO's overall assistance.



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Office Administration

- Assists in the preparation of weekly / monthly / specific sector meetings, particularly in the framework of the yearly programming exercise, compiling the agenda and taking of minutes.

Office specific responsibilities/tasks:

(When applicable)

- Undertakes any additional tasks as assigned by the TA, HoO/RO and/or Headquarters.

3. Competencies required:

- Drive for Results: Medium Level
- Conduct in Service: Medium Level
- Working with Others: Medium Level
- Decision-making: Basic Level
- Managing and Organising Information: Basic Level
- Strategic Thinking and Planning: Basic Level
- Communication: Medium Level
- Organisational Awareness: Basic Level
- Adaptability and Flexibility: Medium Level
- Leadership: Basic Level

The definition of each competency and examples of behaviours expected for each level are listed in annex.

4. Job Requirements:

Education:

- Secondary Education.

Knowledge and Experience:

- Minimum 3 years of relevant experience at national or international level in secretarial / assistance positions;
- Relevant experience in programme/project operations would be an asset;
- Excellent drafting skills;
- Good communication skills;
- Capable of working under pressure in a multitasking position;
- Ability to work in a multicultural environment;
- Experience in the usage of computers and office software packages (MS Word, Excel, etc).

Languages:



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OPERATIONS (ECHO)
General Affairs
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- Fluency in English (verbal & writing);
- An excellent knowledge of Thai language).

Disclaimer:

The Authority Authorised to Conclude Contracts (AACC) reserves itself the right to amend the job requirements in line with the local labour market conditions.