



Terms of Reference

Operational Agent (Group IV)

Department: Operations	Duty Station: (Syria/Damascus)
Job title: Secretary (Group IV)	
Supervisory roles, back-up and replacement to be established by the Ho(R)O (Head of (Regional) Office).	
1. Job summary:	
The jobholder ensures an efficient support to their team, and an effective coordination with other interlocutors, through appropriate secretarial duties.	
2. Responsibilities & Tasks:	
Within delegated authority, the Secretary (Group IV) is responsible for the following tasks:	
<p>Secretarial duties</p> <ul style="list-style-type: none"> • Provides secretarial support to their team, as appropriate. This includes: <ul style="list-style-type: none"> ○ Typing of correspondence. ○ Receiving telephone calls on behalf of their team in their absence; taking messages and relaying them on time. ○ Making telephone calls for their team when requested. ○ Ensuring circulation / dissemination of relevant documents. ○ Booking and confirming appointments and meetings, including arranging their venue. ○ Preparing mission requests and sending them as needed; ensuring practical arrangements for missions. ○ Obtaining and compiling background documents and guidelines from the internet and other sources, as requested. ○ Helping to prepare briefing packages. • Helps to prepare weekly/monthly/specific sector meetings, compiling the agenda and taking minutes to send out. • Files correspondence / documentation relating to the operations of the office. • Updates weekly missions and monitoring plans, and coordinates the logistics support with the relevant interlocutors in the office if needed. • Sends out mission schedules as relevant and ensures that follow-up is done in due course. • Maintains planning and movement records/logbooks. • Ensures practical arrangements for incoming missions and coordinates the logistics support with the relevant interlocutors if needed. Prepares the welcome package for visitors. • Updates the main contact lists used by the Programme team (i.e. partners, (I)NGOs, UN, national authorities, donors, Consulates and Embassies, etc.). <p>Specific duties for the senior level Secretary</p> <ul style="list-style-type: none"> • Attending meetings as instructed by the HoO or TAs (Technical Assistants). • Identifying complex, urgent or sensitive information for special treatment if needed. • Generating a variety of reports and statistical tables to support the other team members. • Informing new staff on relevant issues. 	



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Office specific responsibilities/tasks:

(If/When applicable)

- Responsible for ensuring updating of the rolling plan.
- Assist with Travel Plans as needed.
- Lead in drafting of minutes of meetings (partners/team meetings).
- Support with updating of contracts table and coordination of HIP related programming e.g. act as a country office penholder in coordination with Amman.
- If needed, coordinate on daily flash or weekly flash updates for Brussels.
- Ensure filing of information
- Undertakes any additional tasks as assigned by the HoO/RO (Regional Office) and/or Headquarters.

3. Competencies required:

- **Working and communicating effectively with people:** ability to communicate, support and work effectively with colleagues and teams to achieve collective goals. Building and maintaining excellent relationships with colleagues and partners.
- **Achieving impactful results and quality:** ability and commitment to organise and performed the job to the highest standards, delivering consistent results and striving for quality assurance.
- **Understanding of the humanitarian and DG ECHO way of working:** ability to support DG ECHO's mandate, strategies and operations, to ensure policy compliance and in particular the correct use of the Key Results Indicators (KRIs), and to ensure DG ECHO's visibility. Ability to ensure the correct application of DG ECHO guidelines and procedures in all the decisions taken.
- **Demonstrating exemplary attitudes and behaviours:** commitment to act in line with DG ECHO and humanitarian values and demonstrating the required and exemplary attitudes necessary for the Field Network.

4. Job Requirements:

Education

- Secondary education.

Knowledge and Experience

- Minimum 3 years of relevant experience.
- Good drafting skills.
- Good communication skills.
- Ability to work in a multicultural environment.
- Capacity to work in a multitasking position.
- Previous experience in a Governmental or other International Organisation is an advantage.
- Experience in the usage of computers and office software packages (MS Word, Excel, etc.).

Languages

- Fluency in English (oral and written).
- Fluency in Arabic (oral and written).



EUROPEAN COMMISSION
DIRECTORATE-GENERAL FOR EUROPEAN CIVIL PROTECTION AND HUMANITARIAN
AID OPERATIONS (ECHO)
Resources
ECHO Field Network

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Disclaimer:

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