



## Terms of Reference

*Administrative Agent (Group IV)*

<b>Department:</b>	Admin and Logistic Support	<b>Duty Station:</b>	Kenya/ Nairobi
<b>Job title:</b>	Administrative Agent (Group IV)		
<b>Supervisory roles, back-up and replacement to be established by the Ho(R)O (Head of (Regional) Office).</b>			
<b>1. Job summary:</b>			
<p>The jobholder supports the work of the Administration and Finance team and/or ensures receptionist functions in the Office.</p> <p>The jobholder commits to strict confidentiality.</p>			
<b>2. Responsibilities &amp; Tasks:</b>			
Within delegated authority, the Administrative Agent (Group IV) is responsible for the following tasks:			
<b>Administrative Support</b>			
<ul style="list-style-type: none"><li>• Supports in the preparation of supply and service contracts, including all supporting documents, and maintains various records.</li><li>• Assists in managing administration and finance operational tasks, as appropriate.</li><li>• Maintains an overview of expatriate staff visa and residence permit situation and makes necessary visa and resident permit applications.</li><li>• Follows up all protocol issues (visa requests, travel permits, stay permits, car registrations, etc.) in liaison with the EU Delegation.</li><li>• Backs up the administration support in case of absence with respect to basic financial and human resources tasks.</li></ul>			
<b>Human Resources Support</b> (if no AA HR is available)			
<ul style="list-style-type: none"><li>• Follows up the staff planning table (staff annual leave, sickness, unjustified absences, training) and prepares monthly reports.</li><li>• Supports in the preparation of staff contracts, including all supporting documents, and maintains various records.</li></ul>			
<b>Secretarial duties</b>			
<ul style="list-style-type: none"><li>• Follows and registers incoming correspondence and communications from the team members. Ensures that replies are sent in a timely manner. Keeps record of all mail sent and all documents given for signature and/or information to the EU Delegation.</li><li>• Drafts standard and administrative correspondence. Corrects written materials prepared by other staff members as regards format and spelling. Photocopies and collates documents as requested.</li><li>• Creates and maintains the filing and reference systems in conformity with the criteria applicable under various procedures.</li><li>• Ensures efficient and effective internal and external communication.</li></ul>			



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- Helps in scheduling meetings.
- Maintains the stock, distributes stationery supplies, and updates the stock cards, as appropriate.

#### **Specific duties for the senior level Administrative Agent**

- Identifies complex, urgent or sensitive information for special treatment.
- Generates a variety of reports and statistical tables to support the other team members.
- Briefs and trains new staff, gives guidance to other secretaries on office procedures and coordinates the secretarial services of the office.

#### **Front-desk service and telephone communications services**

- Monitors all visitors to the office, issues identification cards to them, and directs them to the relevant staff/meeting room as appropriate.
- Manages and operates the central switchboard, answering the telephone, responds to routing requests for information.
- Receives, registers and dispatches all office communication by ARES, email, post, diplomatic pouch, express airmail and telephone.
- Assists in the preparation for meetings. Manages the meeting/conference room bookings.
- Updates office the staff contact list on a regular basis and circulates it to all staff.
- Keeps a list of names, addresses and telephone numbers of government officials, members of diplomatic missions, operational partners and suppliers.

#### **Specific duties for the senior level Administrative Agent**

- Manages and plans the front-desk coverage.
- Monitors drivers' movements.

#### **General Administration Support**

- Provides administrative support with accuracy and consistency.
- Plays the focal role for the missions of all staff and leave requests.
- Helps both the national and expatriate staff of the office by assisting in preparing all travel arrangements, travel requests, and assists in the preparation of security clearances.
- Arranges hotel accommodation and other mission needs for visitors.
- Maintains field trips schedule for DG ECHO staff working in the country/region.
- Organises and maintains a filing system for the secretarial related files.
- Translates and interprets, as appropriate.

#### **Specific duties for the senior level Administrative Agent**

- Directs and coordinates the support services in the office, including coordinating with suppliers.

#### **Office specific responsibilities/tasks:**

(When applicable)

- Back up the LSA/ Protocol Agent in case of absence with respect to protocol tasks (visa requests, travel permits, stay permits, car registrations etc..) in liaison with the EU Delegation.



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- Undertakes any additional tasks as assigned by the Supervisor, HoRO 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 perform 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 or equivalent commercial school/minimum Secretarial Diploma.

#### 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).
- An excellent knowledge of Swahili.
- Knowledge of French is an asset.

#### Disclaimer:

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