



## Terms of Reference

### *Operational Assistant (Group III)*

<b>Department:</b>	Operations	<b>Duty Station:</b>	(Thailand/Bangkok)
<b>Job title:</b>	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.



## Terms of Reference

*Operational Assistant (Group III)*

### **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:**



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

## Terms of Reference

*Operational Assistant (Group III)*

- 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.**