

**I. Position Information**

Position Area: <b>Administration</b>	Reports to: <b>Senior Administrative Associate</b>
Position Level: <b>Senior Assistant</b>	Source of Funding ( <i>project/non-project</i> ):
Position Function: <b>Support Services</b>	Grade: <b>ICS 5 / LICA 5</b>
Organizational Unit: <b>Gambia Project Office</b>	Post Classified by: <b>IPAS</b>
Duty Station: <b>Banjul, The Gambia</b>	

**II. Organizational Context****Background:**

The United Nations Office for Project Services (UNOPS) is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. UNOPS supports partners to build a better future by providing services that increase the efficiency, effectiveness and sustainability of peace building, humanitarian and development projects. Mandated as a central resource of the United Nations, UNOPS provides sustainable project management, procurement and infrastructure services to a wide range of governments, donors and United Nations organizations.

UNOPS Gambia Country Office currently has two main projects – the EU funded Feeder Roads project and AfDB funded Sustainable Urban Development project – and is in the process of expanding its area of engagement in cooperation with its development partners, focusing on projects and programmes in infrastructure, governance, procurement. UNOPS has also recently signed a Host Country Agreement with the Government of The Gambia and hence there is anticipated to be an increase in administrative demands on the CO. With a growing Country Programme in support of public sector institutions and stakeholders, there is a need to expand our administration capabilities.

Under the direct supervision of the Senior Administrative Associate in Ghana and matrix reporting line to the Gambia Country Manager, the Administration Senior Assistant provides support to the office of the Country Manager, and supports UNOPS office operations performing a variety of standard administrative processes, ensuring high quality and accuracy of work.

**III. Functions / Key Results Expected**

1. Administrative Support
2. Travel and Logistics
3. Office Inventory(consumables), and Supply Management, Custodial, Common Premises
4. Knowledge Building and Knowledge Sharing

## **1. Administrative Support**

- Follows up on deadlines, commitments made, actions taken and coordination of collection and submission of the reports to the head of unit.
- Provides administrative support to the office of the Country Manager, working in concert with other colleagues in related functions.
- Provides administrative support to conferences, workshops, retreats.
- Compiles information for periodic audits.
- Petty cash management.
- Any other reasonable duties that may be requested.

## **2. Travel and Logistics**

- Processes travel transactions (authorizations and claims) including in OneUNOPS system, requests for visas, identity cards and other documents for all personnel, UN officials, and visitors, ensuring compliance with UN rules and regulations.
- Provides information on air services, rates and travel schedules for specific itineraries. Processes travel claims in OneUNOPS and purchase orders for travel activities, payments, and contracts.
- Organizes shipments, customs clearance arrangements, preparation of documents for UNOPS shipments (received/sent), all necessary documentation, and implementation of follow-up actions
- Prepares documentation for security clearances, processes hotel reservations, organizes airport pickups, hospitality, protocol, customs and immigration support for visiting officials as necessary
- Provides support with respect to protocol issues and requests for official documentation, focusing on achievement of the following results:
- Punctual delivery of official protocol certificates; arrangements with UN departments for all issues related to official documentation to be provided to/from international staff, such as visa requirements, work permit, security requirements, health, etc.
- Arrangements with UN departments for official documentation to be provided for import/export or transfer of goods
- Establishment and maintenance of efficient working relationship with government ministries.
- Provision of accurate and comprehensive information to staff on the supporting documents needed by staff and his/her dependants, and import/export or transfer of goods; updated list of the required documents made available to each staff member/unit
- Individual monitoring sheet to track the status of submitted documentation for each staff member and dependants, ensuring that official documentation matches the announced schedule
- Accurate information provided to individual/unit upon request on administrative steps required and the status of his/her project file,
- Accurate and timely information on processes and pending issues to the concerned individuals/unit
- May supervise transportation services including client service, regular vehicle maintenance, insurance, and monitoring of consumption.
- Promptly reports and investigates vehicle accidents, damage, loss or theft of items; update and maintenance of vehicle history report.
- Supervises external contractors for transportation services, including client service and processing of invoices.

### 3. Inventory, Custodial, Common Premises, and general Support

- Conducts physical inventory checks, drafting periodic inventory.
- Acts as a 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.
- Conducts and reports on surveys of office maintenance needs as well as client satisfaction
- Collects information for administrative surveys in support to the organization of common services.

### 4. Knowledge building and Knowledge sharing

- Supports the organization and delivery of training and learning initiatives for personnel on Administration-related topics.
- Provides sound contributions to knowledge networks and communities of practice by synthesizing of lessons learnt and dissemination of best practices in Administration.
- Contributes feedback, ideas, and internal knowledge about processes and best practices and utilize productively
- Maintains unit's documentation including records and files, ensuring safekeeping of confidential materials

## IV. Impact of Results

The effective and successful achievement of results by the Administration Senior Assistant directly affect the overall efficiency of the team's administrative services, and enables the office of the Country Manager to function at higher administrative capacity, impacting the office's overall capacity to efficiently and effectively service the operational needs of the office/programme. Timely and accountable delivery of services, ensures client satisfaction and promotes the image and credibility of the team and office as an effective service provider in project services and management. This enhances UNOPS' competitive position as a partner of choice in sustainable development and project services in the country/region served.






## V. Competencies



Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of discretion, diplomacy and trustworthiness. Role model for diversity and inclusion.



Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. **For people managers only:** Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilising appropriate leadership styles

	Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).
	Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.
	Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behaviour. Performance is consistent, even under pressure. Always pursues continuous improvements.
	Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem solving.
	Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.

## VI. Recruitment Qualifications

<b>Education</b>	<ul style="list-style-type: none"> <li>• A minimum of a high school diploma is required. .</li> <li>• A Bachelor's Degree in Business Administration, Public Administration will be considered an asset.</li> <li>• In the absence of a degree, administrative certification will be considered an asset</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>- Experience in use of Enterprise systems is desirable.</li> <li>- Minimum of five years of relevant experience in general administrative, or operations' support services in national or international public or corporate organizations.</li> <li>- Experience dealing with high level officials and events; some experience in UN system organizations is desirable.</li> <li>- Proficiency in computers and office software packages (Google Suite) and experience in handling of web-based management systems is required.</li> </ul>
<b>Language Requirements</b>	<ul style="list-style-type: none"> <li>- Full working knowledge of English</li> <li>- Knowledge of another official UNOPS language is an asset.</li> </ul>
<p><b>- Qualified female candidates are highly encouraged to apply.</b></p>	

VII. Signatures- Post Description Certification		
Incumbent <i>(if applicable)</i> :		
Name:		
Title:	Signature:	Date:
Supervisor:		
Name:		
Title:	Signature:	Date:
Chief Division/Section:		
Name:		
Title:	Signature:	Date:

