

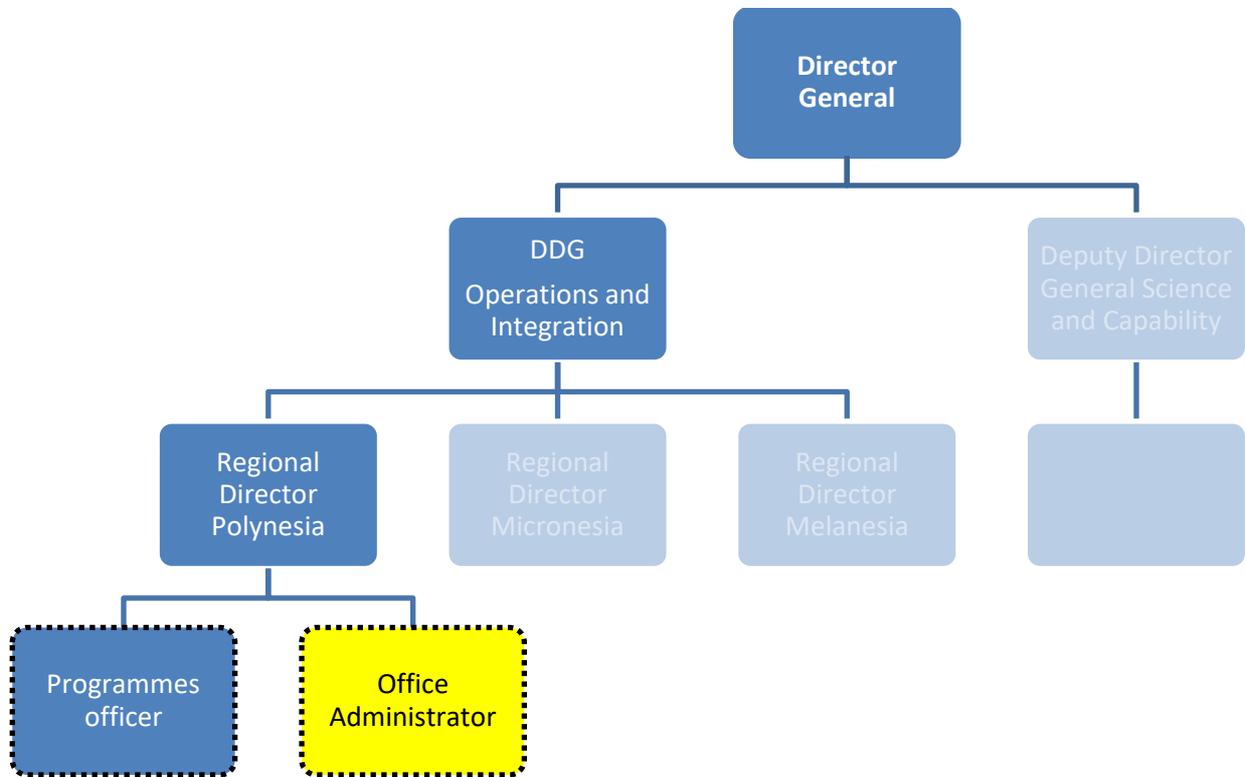


## JOB DESCRIPTION

<b>Job Title:</b>	<b>Office Administrator</b>
<b>Division/Programme and Section/Project (if any):</b>	<b>Operations and Integration, Polynesia Regional Office (PRO)</b>
<b>Location:</b>	<b>Tonga</b>
<b>Reporting to:</b>	<b>Regional Director Polynesia</b>
<b>Number of Direct Reports:</b>	<b>N/A</b>
<b>Purpose of Role:</b>	The purpose of this role is to lead logistics coordination and support office administration responsibilities for PRO. This role will provide logistics support to PRO staff including the onboarding of new staff, engagement of consultants and SPC staff visiting PRO; events, trainings and convenings supports by PRO for SPC and its partners.
<b>Date:</b>	<b>April 2024</b>

### Organizational Context and Organization Chart

The PRO, the newest regional office for SPC, will lead on strengthening engagement and relationships with members towards better coordination, planning and delivery of regional programmes and services across the Polynesia sub-region. This includes strengthening integrated programming efforts and development of strategic approaches to country programming in Polynesian countries to increase sustainable development impacts and results for SPC members in particular progressing their Sustainable Development Goals. As part of programming, the work of PRO will also facilitate the harmonisation of approaches and contextualised models for programme execution in Polynesia. The Office Administrator will ensure that the relevant support is provided to the PRO team in the execution of tasks and responsibilities, and events management where PRO is engaged as a partner on the ground.



**Key Result Areas (KRAs):**

The Office Administrator has responsibility for the following KRAs:

1. Lead on administrative support for the PRO (30%).
2. Support all Operations for PRO and SPC teams in Tonga (20%).
3. Provide liaison support across Government, Non-Government and all stakeholders for PRO (20%).
4. Provide Finance & HR support for PRO (30%).

*The performance requirements of the Key Result Areas are broadly described below*

<b>Jobholder is accountable for</b>	<b>Jobholder is successful when</b>
<p><b>KRA#1 Lead on administrative support for the PRO.</b></p> <ul style="list-style-type: none"> <li>• Provide clerical &amp; administrative support to the Regional Director for Polynesia and the Polynesia Regional Office.</li> <li>• Provide logistical support for the PRO (events/meetings, travel and related logistics).</li> <li>• Ensure that all SPC vendors and suppliers are paid on time.</li> <li>• Maintain an up-to-date Register of Inward and Outward correspondences.</li> <li>• Develop a Filing system both electronic and physical and record all correspondence.</li> <li>• Maintain filing system, contact database, employee list, and inventory.</li> <li>• Develop an Asset register and update as necessary.</li> <li>• Assist with preparation of meeting papers and record minutes of RD and related meetings.</li> <li>• Update, Compile &amp; Collate Calendar of daily, weekly monthly meetings for Regional Director for Polynesia.</li> </ul>	<ul style="list-style-type: none"> <li>• Administration and logistical support is provided efficiently and in a timely manner.</li> <li>• Payments are made on time and are accurate.</li> </ul>

<ul style="list-style-type: none"> <li>• Update, Compile &amp; Collate Calendar of CROP and relevant regional and international meetings for Regional Director for Polynesia.</li> <li>• Assist with oversight of facilities and maintenance by ensuring office equipment are well stocked, office malfunctions resolved and workplace is cleaned.</li> <li>• Format, proofread and transcribe documents.</li> <li>• Take messages and following up on enquiries.</li> <li>• Provide information to stakeholders.</li> <li>• Manage assets, such as stationary equipment. Ensure assets including ICT equipment, computers, laptops, printers etc are serviced regularly.</li> <li>• Data entry and record management.</li> </ul>	
<p><b>KRA#2: Support operations for PRO and SPC teams in Tonga</b></p> <ul style="list-style-type: none"> <li>• Book travel arrangements for PRO staff; input purchase orders in Navision for ticketing and where required for relevant activities.</li> <li>• Make accommodation reservations for official travels and inform staff accordingly.</li> <li>• Organise procurement of quotations for stationery, office equipment etc and provision of payments.</li> <li>• Provide customer service including the scheduling of appointments and maintaining calendars.</li> <li>• Schedule and coordinate staff meetings.</li> <li>• Collate and distribute official “confidential” mail for various partners.</li> <li>• Prepare communications, such as memos, emails, invoices, reports and other correspondence as required.</li> <li>• Write and edit documents from letters to reports and instructional documents.</li> <li>• Manage accounts and perform bookkeeping as necessary to support the Finance Officer.</li> <li>• Facilitate and provide information as required and directed for SPC staff Answer phone calls and facilitate/address enquiries by telephone, email and in-person to PRO. Provide front-desk coverage.</li> <li>• Arrange for vehicle insurance payment, servicing and cleaning.</li> <li>• Arrange catering for relevant meetings and events, organize events as directed by RD.</li> <li>• Deliver office correspondence to government departments, diplomatic missions and keep an up to date record of correspondence.</li> <li>• Provide administrative support including email correspondence and generation and distribution of memos, letters, spreadsheets, forms etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Assistance is provided to staff for all administration and logistics matters.</li> <li>• Documentation is stored and filled properly.</li> <li>• Customer service is delivered.</li> <li>• Communications is cleared and information shared.</li> </ul>

<p><b>KRA#3 Provide liaison support across Government, Non-Government and all stakeholders for PRO.</b></p> <ul style="list-style-type: none"> <li>• Liaise with focal point for countries and diplomatic missions and other SPC stakeholders in Tonga when directed.</li> <li>• Liaise with Tonga/PMCs (where relevant) Immigration and Foreign Affairs.</li> <li>• Liaise with Immigration Department &amp; Foreign Affairs for all SPC expatriates staff work permits &amp; work visas and any other requirements</li> <li>• Liaise with government ministries and departments where needed for tax exemption, PRO privileges, vehicle registration/licensing etc. and other under the HCA.</li> <li>• Coordinate with other departments to ensure compliance with established policies.</li> </ul>	<ul style="list-style-type: none"> <li>• Liaison with relevant authorities is ensured effectively.</li> </ul>
<p><b>KRA#4 Provide Finance &amp; HR support for PRO</b></p> <ul style="list-style-type: none"> <li>• Assist the HR team based in Noumea with induction tasks for incoming staff: arrange immigration or diplomatic formalities, provide information on housing/accommodation, etc.</li> <li>• Support HR arranged meetings and other processes, including: liaison with headquarters on recruitments/staff administration for the PRO, arrange for logistics for HR related activities/matters locally as needed.</li> <li>• In coordination with the HR team in Noumea, provide PRO based employees with information on SPC staff rules and policies.</li> <li>• Provide ongoing training and support.</li> <li>• Provide headquarters with all relevant HR paperwork.</li> <li>• Liaise with Immigration Department &amp; Foreign Affairs for all SPC expatriates staff work permit &amp; work visa in Tonga.</li> </ul>	<ul style="list-style-type: none"> <li>• Recruitment/staff administration for the PRO is supported and occurs in collaboration with HQ</li> <li>• Incoming staff are inducted</li> <li>• HR team is kept informed of any HR issues</li> </ul>

The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

**Most Challenging Duties Typically Undertaken (Complexity):**

- Managing expectations and competing demands across the PRO staff and SPC.
- Navigating dynamics at sub-regional, national and local level.
- Understanding SPC machinery and alignment with the national context.
- Have a good understanding of policies, rules, and regulations

**Functional Relationships & Relationship Skills:**

Key internal and/or external contacts	Nature of the contact most typical
External	

<p>Key external contacts are:</p> <ul style="list-style-type: none"> <li>• Senior Government Officials/SPC focal points in Ministries of Foreign Affairs</li> <li>• Senior Government Officials/ SPC Sector focal points</li> <li>• Development partners</li> <li>• CROP agencies</li> <li>• Consultants</li> <li>• Suppliers and Vendors</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitating administrative and logistical support for the PRO.</li> <li>• Liaising, facilitating at the local level.</li> </ul>
<p><b>Internal</b></p> <p>Key internal contacts are:</p> <ul style="list-style-type: none"> <li>• Regional Director for Polynesia</li> <li>• PRO Staff</li> <li>• SPC Senior Leadership Team</li> <li>• SPC Divisional Directors and staff</li> <li>• SPC Operations and Integration staff</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborating, facilitating and supporting.</li> </ul>

#### Level of Delegation:

Routine Expenditure Budget: 0 EUR

Budget Sign off Authority without requiring approval from direct supervisor: 0 EUR

#### Personal Specification:

#### Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> <li>• A relevant tertiary qualification in administration and office management or relevant discipline.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

#### Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> <li>• At least 4 years-experience in in office management and programme administration</li> <li>• Demonstrated organizational skills with ability to prioritise workload and complete work under deadlines</li> <li>• Demonstrate ability to work effectively without constant supervision</li> <li>• Demonstrated ability to successfully organize and assist with administrative and human resources related duties</li> <li>• Experience with computer environment used in SPC including Windows and Microsoft Office</li> <li>• Knowledge in project or other major donor administrative and financial procedures and reporting</li> <li>• Understanding of financial management and accounting skills</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in SPC administrative and financial processes</li> <li>• Previous experience in project administration/support</li> <li>•</li> </ul>

<ul style="list-style-type: none"> <li>• Demonstrated knowledge and ability to organize meetings, special events and to manage unexpected developments with understanding, initiative and adaptability</li> <li>• Ability to analyze and resolve problems in the daily operations of the office</li> <li>• Ability to work as part of a team and autonomously in a multi-cultural environment</li> <li>• Fluency (both written and spoken) in English is required</li> <li>• Driver's license</li> </ul>	
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### Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"> <li>• Quality and accuracy; attention to detail; interpersonal skills</li> </ul>
Advanced level	<ul style="list-style-type: none"> <li>• Collaboration</li> </ul>
Working knowledge	<ul style="list-style-type: none"> <li>• Political awareness</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• Customer Service</li> </ul>

### Key Behaviours

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement
- Building Individual Capacity

### Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanor
- Demonstrated high level commitment to customer service

### Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.