

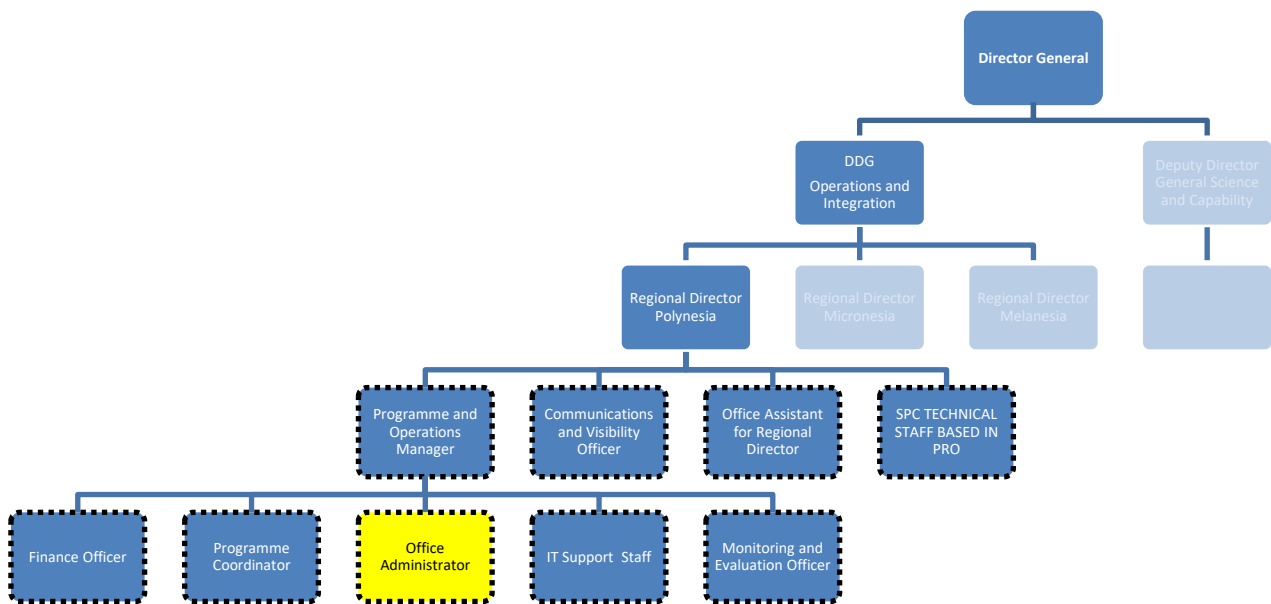


## JOB DESCRIPTION

<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>Programme and Operations Manager</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>March 2023</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.
2. Support operations for PRO and SPC teams in Tonga.
3. Provide liaison support across Government for PRO.
4. Provide HR support for SPC teams in the PRO.

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

Jobholder is accountable for	Jobholder is successful when
<p><b>KRA#1 (30% weight) 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 Programme and Operations Manager for Polynesia at all times.</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>• Maintain a record of photocopying papers in stock and ensure adequate supplies at all times.</li> <li>• Assist with preparation of meeting papers and record minutes of meetings.</li> <li>• Update, Compile &amp; Collate CROP Calendar Key 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>• Assist with oversight of facilities and maintenance</li> </ul>	
<p><b>KRA#2: (20%) Support operations for PRO and SPC teams in Tonga</b></p> <ul style="list-style-type: none"> <li>• Make travel arrangements, 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 and provision of payments.</li> <li>• Organise stationery orders and provision of stationery to staff members.</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>• Create and maintain filing systems, both electronic and physical.</li> <li>• Manage accounts and perform bookkeeping as necessary to support the Finance Officer.</li> <li>• Provide information to visiting SPC staff about logistics</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 (20% weight) Provide liaison support across Government for PRO</b></p> <ul style="list-style-type: none"> <li>• Act as focal point for countries and diplomatic missions and other SPC stakeholders in Tonga</li> <li>• Liaise with Tonga Immigration and Foreign Affairs</li> <li>• Liaising with Immigration Department &amp; Foreign Affairs for all SPC expatriates staff work permits &amp; work visas.</li> </ul>	<ul style="list-style-type: none"> <li>• Liaison with relevant authorities is ensured effectively.</li> </ul>
<p><b>KRA#4 (20% weight) Provide HR support for SPC staff in the 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</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>• In coming staff are inducted</li> <li>• HR team is kept informed of any HR issues</li> </ul>

<p>logistics for HR related activities/matters locally as needed</p> <ul style="list-style-type: none"> <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>	
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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):**

<ul style="list-style-type: none"> <li>• Managing expectations and competing demands across the PRO staff and SPC.</li> <li>• Navigating dynamics at sub-regional, national and local level.</li> <li>• Understanding SPC machinery and alignment with the national context.</li> <li>• Have a good understanding of policies, rules, and regulations</li> </ul>
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**Functional Relationships & Relationship Skills:**

Key internal and/or external contacts	Nature of the contact most typical
<p><b>External</b></p> <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 and advising 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 resolving and managing issues, challenges and risks.</li> </ul>

**Level of Delegation:**

Not Applicable.

**Personal Specification:****Qualifications**

<b>Essential:</b>	<b>Desirable:</b>
<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>• Qualification in strategic studies, public policy or public administration.</li> </ul>

**Knowledge/Experience**

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• At least 3-4 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> <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>	<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>• Fluency (both written and spoken) in French is desirable</li> </ul>

**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>

**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.