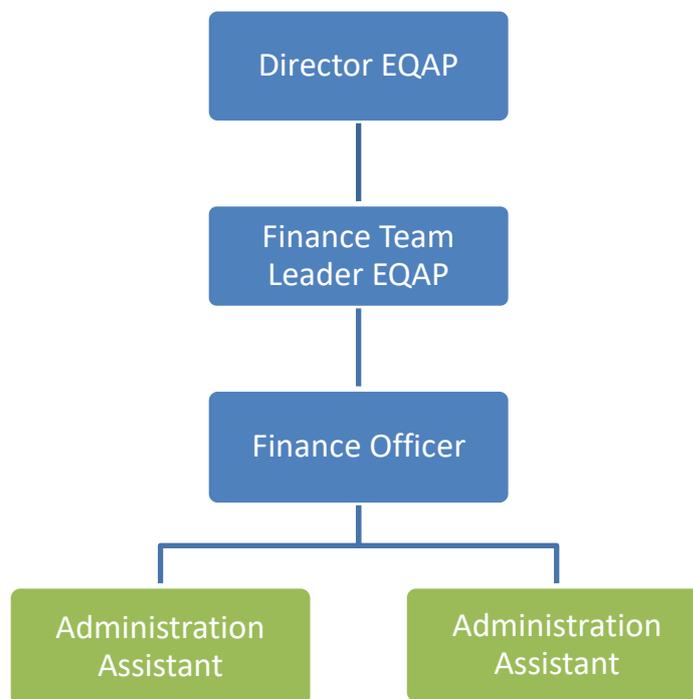| Job Title:	Administration Assistant
Division/Programme and Section/Project (if any):	Educational Quality and Assessment Programme (EQAP)
Location:	Suva, Fiji
Reporting to:	Finance Officer
Number of Direct Reports:	nil
Purpose of Role:	The job exists to manage and monitor administrative responsibilities that contribute to successful achievement of outcomes for the various sections in EQAP, through direct support of professional services provided by the Professional Officers and the EQAP Director.
Date:	January 2024

Organisational Context and Organisation Chart

The Pacific Community (SPC) is an international organization working for the well-being of Pacific people through the effective and innovative application of science and knowledge, guided by a deep understanding of Pacific Island contexts and cultures. SPC has 26 member countries and territories including 22 Pacific Island members.

Background information concerning the position

The vision of the Educational Quality and Assessment Programme (EQAP) is to be 'the agency for educational quality in the Pacific region'. Its mission is to enhance the quality of education and training for Pacific learners, so they realise the benefits of lifelong learning. EQAP seeks to promote the following core values within the context of SPC's corporate values:

• a culture of quality

• a culture of continuous improvement

• cultural and political sensitivity

• respect for the autonomy and priorities of the education system in each pacific island country and territory (PICT); and

• assimilation of the expressed needs of countries in its delivery of technical services.

```mermaid
flowchart TD
    A[Director EQAP] --- B[Finance Team Leader EQAP]
    B --- C[Finance Officer]
    C --- D[Administration Assistant]
    C --- E[Administration Assistant]
```

Director EQAP

Finance Team Leader EQAP

Finance Officer

Administration Assistant   **Administration Assistant**

Key Result Areas (KRAs):

The position of Administration Assistant encompasses the following major functions or Key Result Areas:

KRA 1: Data Input and Verification Support (25%)
KRA 2: Administrative Support (30%)
KRA 3: Communications and Customer Service Support (10%)
KRA 4: Finance Operations Support (20%)
KRA 5: Assessment Support 15

The requirements in the above Key Result Areas are broadly identified below.

Jobholder is accountable for	*Jobholder is successful when*
KRA 1: Data Input and Verification • Input of student assessment and scholarships application data into EQAP assessment databases for senior secondary assessments, Literacy and Numeracy assessments in the primary levels, and scholarships application. • Verify assessment and scholarships data for accuracy and integrity, before and after data inputting. • Extract required data, reports, assessment/examination results and certificates.	• Allocated data entry, verification and results/report extraction are completed accurately and professionally, and within prescribed time frame.

KRA 2: Administrative Support • Provide logistical support for trainings/workshops, in terms of travel and accommodation logistics for POs and participants. • Assist in the preparation of workshop/training/verification materials. • Maintain a system of filing of physical as well as electronic records inclusive of scholarships applications • Transfer information from records into M&E templates. • Reconcile attendance records from Attendance Register and HR On-line. • Maintain an up-to-date Register of Inward and Outward correspondences. • Maintain a record of photocopying papers in stock and ensure adequate supplies at all times. • Carry out stamp reconciliation for outgoing postage mails. • Assist with preparation of meeting papers and record minutes of meetings. • Monitor financial expenditure and payments	• Trainings and workshops are supported appropriately with travel and accommodation • workshop and training material are prepared on time • maintain an efficient filing system • M&E reports are maintained and up to date • ensure all leave expanded are applied for on HR online • all incoming and outgoing correspondence are registered • ensure there is adequate supplies of photocopying paper all the time • record of stamp usage is up to date all the time • support for meeting preparation and minute taking is available all the time • expenditures and payments are accurately monitored
KRA 3: Communications and Customer Service Support ***Customer Service*** • Manage incoming telephone messages effectively and efficiently • Provide friendly, attractive and welcoming first impression through face to face interaction with visitors coming to the Reception area. • Ensure that the Reception area is clean and tidy at all times. • Receive, pass and return messages and parcels promptly. **Communications** • Email to staff on a daily basis information on the attendance and movement of staff. • Communicate with focal points in various countries and staff of SPC about staff travels.	• Telephone enquiries are attended to in an efficient, friendly and professional manner. • Reception area is neat and tidy all the time and face to face interaction with clients are pleasing and rewarding • Messages and parcels are efficiently delivered • Email about attendance is sent out promptly (by 9a.m.) on a daily basis • Communication about EQAP PO travels are made efficiently with relevant stakeholders • Website information is meaningful, accurate and current • Assessment tasks and Examinations papers are printed and dispatched to countries

• Liaise with POs and IT staff to ensure the information on the website is updated on a timely basis. • Communicate with stakeholders to ensure the production of quality assessment tasks and examination papers and their timely dispatch to the countries and designated recipients. • Liaise with relevant national and international agencies to share and solicit relevant information. • Formatting of communication and reports.	and/or designated recipients with no or minimal issues • Necessary information are obtained from relevant agencies as and when required • outgoing reports and communication are in appropriate format
KRA 4: Finance Operations Support • Make travel arrangements, input purchase orders in Navision for ticketing and where required make accommodation reservations for official travels and inform staff accordingly. • Assist the Finance Assistant in raising Purchase Orders in Navision for all expenses. • Provide effective administrative support for the payment or reimbursement of fees to consultants, markers, examiners, supervisors and other individuals contracted to carry out assessment related activities. • Organise procurement of quotations for stationery and provision of payments. • Organise stationery orders and provision of stationery to staff members. • Assist in the procurement of required services from various government ministries, NGOs and other clients.	• Flight tickets, per diems and accommodation are available at least a day before POs travel • Purchase orders are raised as and when required • Fees for examiners, consultants, markers, supervisors etc. are accurately computed and paid out efficiently • Stationeries are available when needed and vendors are paid on a timely basis • Required services from NGOs, various government Ministries and other clients are available in a timely manner
KRA 5: Assessment Support	• Necessary records on schools, teachers, students, student fees and assessment

• Maintain accurate records of new and current participating schools.	results necessary for all EQAP assessments are maintained efficiently and effectively
• Maintain accurate records of students' details, fees, marks and results.	• Records are easily accessible by POs
• Coordinate the different aspects of IA programme approval.	• IA programmes are efficiently administered within the year
• Coordinate the production of high quality assessment/examination papers through support of contracting of examiners and moderators and follow-up on their deliverables	• Examiners and moderators contracts and deliverables are coordinated effectively and efficiently
• Assist in identifying and recruiting supervisors, and in organising supervision schedules and procedures.	• Supervisors are appointed and allocated to examination centres
• Prepare official materials pertaining to the release of qualification results.	• Examination results and certificates released to countries by the stipulated due dates

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):

Most challenging duties typically undertaken:
• Ensuring that all activities are coordinated with country offices and development partners, with many different stakeholders involved
• Other 'urgent' duties delegated by Finance Officer from time to time when the need arises, and which often take priority over core responsibilities
• Organising and coordinating several regional meetings scheduled simultaneously

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External Key external contacts are: • Consultants • Suppliers • Country Focal points	Day to day operational activities associated with administration of external contracts/suppliers.
Internal Key internal contacts are: • Corporate Services support team • SPC staff from other divisions • Procurement/ Finance team • Cross Cutting Divisions	Discussions, feedback, listening, understanding, sharing information, liaising and facilitating with all the respective internal stakeholders to help meet the Divisional objectives

The position holder is an Administrative Assistant so does not delegate responsibilities to anyone else.

Person Specification:

Qualifications

Essential:	Desirable:
• A relevant Diploma from a recognised tertiary institution e.g. Diploma in Administration, Management, Business/Business studies, Diploma in Communications, Diploma in Office Management etc.	• A Bachelor's degree in Administration, Business, Management or Communications

Knowledge / Experience

Essential:	Desirable:
• Have at least 1 to 2 years of relevant work experience in office secretarial and administration in the area of education • Experience in basic data gathering, data entry and data cleaning and organisation and familiar with data analysis processes • Experience in organising workshop/training/conference/meetings logistics • Strong communications skills and advanced computer literacy, especially with Microsoft office applications. • Have excellent organising, communication and interpersonal skills; and the ability to maintain effective working relationships with people from different cultural backgrounds	• Knowledge of and experience in working in the Pacific region with NGO's • Ability to establish and maintain effective relationships with people from different cultural backgrounds. • Ability to work towards and meet multiple project deadlines • Ability to learn and quickly master new information technologies as they develop • Ability to work as a team member in a collaborative work environment • Ability to work under pressure in a demanding work environment

Key Skills/Attributes/Job Specific Competencies

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

Expert level	• Positive professional attitude for the provision of high quality service. • Collaborate effectively within own division and across sections to achieve results. • Able to manage all Administrative matters efficiently

Advanced level	• A flexible approach and a willingness to assist with a variety of other tasks within SPC • Good Interpersonal and communication skills
Working Knowledge	• A high level of interpersonal skills and cultural sensitivity. • Ability to set priorities and work successfully with minimal supervision. • Ability to work within timelines and to respond to stakeholders needs in a timely fashion. • Commitment to continuous improvement.
Awareness	• Ability to work well with all EQAP staff. • Excellent oral and written communication skills. • Ability to deal with confidential information in a professional manner. • Ability to maintain professional neutrality.

Key Behaviours

*All employees are measured against the following **Key Behaviours** as part of Performance Development:*

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

Personal Attributes

- Communicates effectively
- Performs well under pressure
- Positive attitude to work
- Strongly committed
- Highly motivated
- Excellent interpersonal skills
- Sound judgement
- Well organized
- Dependable
- Creative and imaginative
- Honesty and integrity
- Demonstrates cultural and gender sensitivity

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.