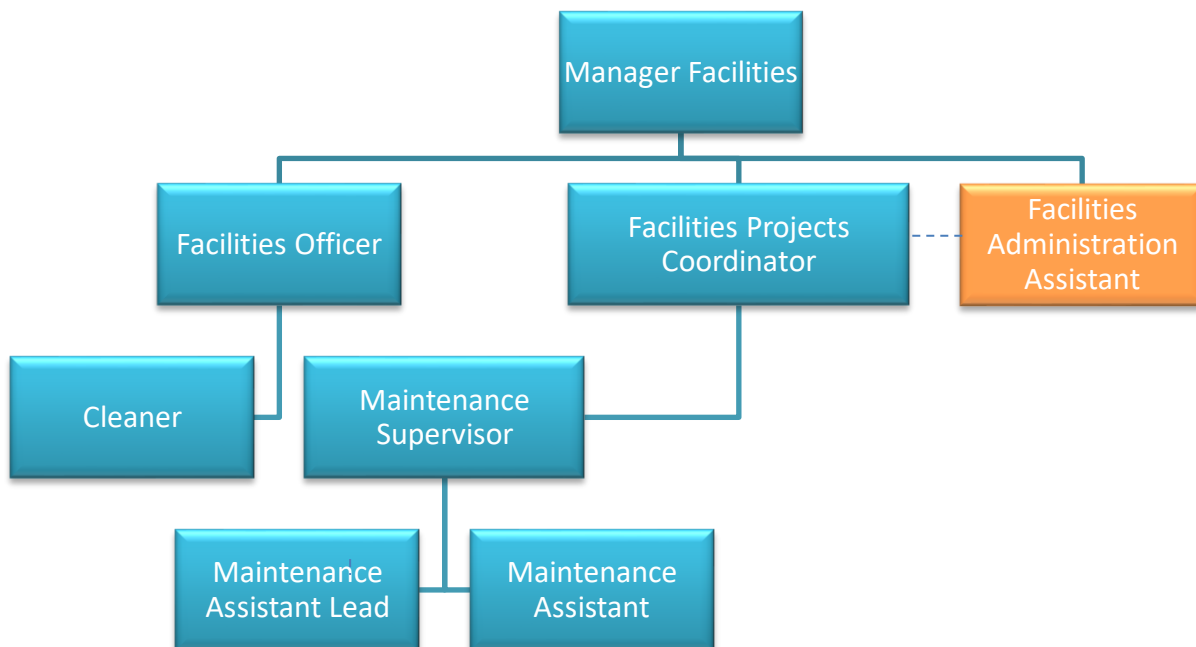




**JOB DESCRIPTION**

<b>Job Title:</b>	Facilities Administration Assistant
<b>Division/Programme and Section/Project (if any):</b>	Facilities, OMD
<b>Location:</b>	Suva, Fiji
<b>Reporting to:</b>	Manager Facilities
<b>Number of Direct Reports:</b>	Nil
<b>Purpose of Role:</b>	This position provides finance, procurement, insurance, asset management, administration and event support for the Facilities Team.
<b>Date:</b>	April 2023

**Organisational Context and Organisation Chart**



## Key Result Areas (KRAs):

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

1. Support the Facilities Team administration tasks (20%)
2. Provide financial management support to the Facilities Team (35%)
3. Lead role in managing the Facilities Helpdesk and providing operational support to the Facilities Team: 30%
4. Support organising Insurance and Asset Management: 5%
5. Lead Role in managing events for official functions and meetings: 10%

*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: Support the Facilities Team administration tasks (20%)</b></p> <ul style="list-style-type: none"> <li>• Ensuring timely and efficient services are provided to the Facilities Team.</li> <li>• Provide logistical support for trainings/workshops in terms of travel and accommodation logistics for all participants.</li> <li>• Assist in the preparation of workshop/training/verification materials.</li> <li>• Purchase and maintain office equipment and supplies for the Facilities Team and stock management to ensure timely replenishment.</li> <li>• Coordinate databases for all leases, rental agreements, utility connections and deposits, inventory of FF&amp;E provided, inspection forms etc and assist in facilitating timely payments and renewal of office rental, lease, and rates.</li> <li>• Participate in the development of bid analyses until the finalization of company contracts.</li> </ul>	<ul style="list-style-type: none"> <li>• The daily operation includes best practice.</li> <li>• Office administrative needs are met effectively and efficiently.</li> <li>• Purchase orders are raised.</li> <li>• Workshop catering is obtained.</li> <li>• Office equipment and supplies are procured on a timely basis and according to SPC procurement procedures.</li> <li>• All documents are filed according to SPC's Policies</li> <li>• Written communications comply with SPC policies, copies filed and archived as required.</li> <li>• All utility rental and lease agreements are managed effectively with rates and lease payments made in a timely manner.</li> <li>• Prepare evaluation matrix and ensure technical and administrative files are complete and comply with the rules and regulations of SPC.</li> </ul>
<p><b>KRA#2: Provide financial and procurement services support to the Facilities Team (35%)</b></p> <p><b>Procurement</b></p> <ul style="list-style-type: none"> <li>• Coordinate procurement (RFQ/RFP/contract management etc.) and fixed asset management in line with SPC policies and procedures.</li> <li>• Prepare POs based on various categories and limits; process all invoices for prompt payment.</li> </ul> <p><b>Reconciliation and Posting Verification</b></p> <ul style="list-style-type: none"> <li>• Reconciliation of supplier accounts</li> </ul>	<ul style="list-style-type: none"> <li>• All POs are processed accurately, in a timely manner and submitted for approval.</li> <li>• All assets are labelled and recorded in the register.</li> <li>• All payments are made in compliance with SPC policies and procedures and donor requirements.</li> <li>• All reconciliation is done accurately and in a timely manner.</li> <li>• All posting is done accurately and verified in a timely manner.</li> </ul>

<ul style="list-style-type: none"> <li>• Verification of all payments before payments are made.</li> <li>• Verification of posting in accordance with the business plan activities</li> </ul> <p><b>Auditing</b></p> <ul style="list-style-type: none"> <li>• Assist in facilitating project audits in line with necessary requirements.</li> <li>• Follow up with acquittals from programme staff or donor agencies/partners.</li> </ul> <p><b>File Management</b></p> <ul style="list-style-type: none"> <li>• All documents are filed properly in the shared drive.</li> <li>• All electronic copies of POs and payment vouchers are kept in the shared drive folder.</li> </ul>	<ul style="list-style-type: none"> <li>• Budget code balances are reviewed and reconciled monthly with Facilities Manager.</li> <li>• Audit queries supported as required in a timely manner.</li> <li>• Accuracy of recording ensured, and acquittals have proper documentation.</li> <li>• All records are maintained in a systematic filing system for verification needs.</li> <li>• All audit reports are easily retrievable.</li> <li>• Filings are done in a timely manner and documents are retrieved in an efficient way when requested.</li> </ul>
<p><b>KRA#3 Manage the Facilities Helpdesk and provide operational support to the Facilities Team: 30%</b></p> <ul style="list-style-type: none"> <li>• Manage the Facilities Helpdesk (Suva) portal and organise requests.</li> <li>• First point of escalation to the Facilities Team and/or key external partners for follow up of delayed or complex cases.</li> <li>• Track the progress of jobs and liaise with requestors.</li> <li>• Provide logistical support for the Maintenance Team including travel arrangements, input purchase orders in Navision for ticketing and where required make accommodation reservations for official travel and inform staff accordingly.</li> <li>• Organise procurement of quotations for the Facilities team and provision of payments.</li> <li>• Organise equipment and supplies for the Facilities team.</li> <li>• Contribute to and support the ongoing development of the facilities management system/tools and/or SPC internal systems</li> </ul>	<ul style="list-style-type: none"> <li>• The Facilities Helpdesk (Suva) is managed effectively, with requests completed on time and clients updated on progress/completion.</li> <li>• Cases to be escalated, documents and plan of action submitted with follow ups done in a timely manner.</li> <li>• Liaison with requestors as required.</li> <li>• Flight, tickets, per dims and accommodation are available at least a day before travel.</li> <li>• Effective operational support provided to Maintenance and Facilities for projects and maintenance requests.</li> <li>• Purchase orders are raised as and when required.</li> <li>• Stationery and operational supplies are available when needed and vendors are paid on a timely basis.</li> <li>• New solutions are documented and implemented to increase proficiency.</li> </ul>
<p><b>KRA#4 Support organising insurance and asset management: 5%</b></p> <ul style="list-style-type: none"> <li>• Assist in the processing of insurance claims and new policy covers.</li> <li>• Assist with asset management activities related to acquisition, recording, relocation, reporting and disposal of assets.</li> <li>• Maintain the SPC Fiji based facilities assets inventory.</li> <li>• Insurance and asset management activities is delegated to this role in the absence of the Facilities Officer.</li> </ul>	<ul style="list-style-type: none"> <li>• Timely assistance is provided on insurance items.</li> <li>• Timely assistance is provided for activities related to asset acquisition, recovering, relocation, and disposal.</li> <li>• Asset tracking and reporting assistance is timely and accurate.</li> <li>• Organise insurance and asset management requirements when the Facilities Officer is away.</li> </ul>

<p><b>KRA#5 Manage events for official functions and meetings: 10%</b></p> <ul style="list-style-type: none"> <li>• Manage and co-ordinate all Facilities function/event requests.</li> <li>• Co-ordinate logistics for personal staff requests.</li> <li>• Organise Facilities staff overtime and security services (when required) is approved beforehand.</li> <li>• Tracking and maintenance of Facilities equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities service delivery for functions and meetings are implemented successfully and in a timely manner.</li> <li>• Requests are completed in a timely manner.</li> <li>• Overtime for Facilities staff and any security requirements is in place before the event.</li> <li>• Facilities events equipment are returned, maintained and/or replaced in a timely manner.</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>• Liaising with partners on difficult matters and progressing complex cases.</li> <li>• Preparing for, and meeting the demands of financial requirements.</li> <li>• Timely and accurate reconciliation and reporting.</li> <li>• Interpretation and application of Facilities, Procurement, Finance and OHS Policies</li> <li>• Handling multiple and competing tasks and time managing it to ensure timely completion and according to deadlines.</li> <li>• Other urgent duties delegated by the Facilities Manager from time to time when the need arises.</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>• Accommodation/Hotels</li> <li>• Airline partners</li> <li>• Suppliers</li> <li>• Vendors/Providers</li> <li>• Catering Providers</li> <li>• Utilities (EFL, WAF,TFL)</li> <li>• Government Ministries</li> <li>• Emergency contacts</li> </ul>	<ul style="list-style-type: none"> <li>• Liaison</li> <li>• Negotiation</li> <li>• Making bookings</li> <li>• Arranging catering</li> <li>• Obtaining quotations</li> <li>• Follow and resolution of issues with utilities and relevant external partners.</li> </ul>
<p><b>Internal</b></p> <p>Key internal contacts are:</p> <ul style="list-style-type: none"> <li>• Facilities Team</li> <li>• Procurement/Finance/GA Team</li> <li>• Cross-cutting divisions</li> <li>• SPC Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Support services provided to all staff.</li> <li>• Discussion about work requirements</li> <li>• Communications regarding preparation and support for training workshops.</li> <li>• Negotiations about collaborations.</li> <li>• Clarifications about work matters</li> <li>• Discussions, observations, listening, understanding, sharing information,</li> </ul>

	consultation, and collaboration with the various internal stakeholders to achieve the objectives of the service.
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**Level of Delegation:**

Routine Expenditure Budget: Nil

Budget Sign off Authority without requiring approval from direct supervisor: Nil.

**Personal Specification:**

*This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current position holder has.) This may be a combination of knowledge / experience, qualifications, or equivalent level of learning through experience or key skills, attributes, or job specific competencies.*

**Qualifications**

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>Diploma in business studies in any of the related fields such as administration, finance, procurement, facilities and or equivalent years of experience</li> </ul>	<ul style="list-style-type: none"> <li>Degree in administration fields by a recognized institution</li> <li>Certification in either finance or procurement (Chartered Institute of Purchasing and Supply would be an advantage).</li> </ul>

**Knowledge/Experience**

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>A minimum of 7 years of relevant professional experience in the field of administration specifically in Facilities areas and/or Procurement, Insurance related activities).</li> <li>Relevant knowledge and/or experience in Procurement &amp; Supply processes with emphasis on SPC policies and processes</li> <li>Experience of working within an international or CROP organisation.</li> <li>Have a wide range of Facilities related contacts in Fiji.</li> <li>Proficient in the use of Navision.</li> <li>Advanced computer literacy, especially with Microsoft office applications.</li> <li>Have excellent organising, communication, and interpersonal skills; and the ability to maintain effective working relationships with people from different cultural backgrounds.</li> <li>Ability to work as a team member in a collaborative work environment.</li> </ul>	<ul style="list-style-type: none"> <li>Excellent written and oral communications skills.</li> <li>Ability to multitask and work under pressure.</li> <li>Ability to learn and quickly master new information technologies as they develop</li> </ul>

<ul style="list-style-type: none"> <li>• Ability to work under pressure in a demanding work environment effectively without constant supervision.</li> <li>• Demonstrated ability to successfully organize and assist with official functions and meetings.</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>• Understands limitations and knows when to report to the higher authority level.</li> <li>• Able to spot and report errors (voluntary or not)</li> <li>• Collaborates effectively within his/her team and with other sections to achieve results.</li> <li>• Provide financial advice to Finance office, project managers in areas of their concern.</li> <li>• Able to handle all administration matters efficiently</li> </ul>
Advanced level	<ul style="list-style-type: none"> <li>• A flexible approach and willingness to assist with variety of other tasks within SPC.</li> <li>• Ability to analyse financial information and assess impact on projects.</li> <li>• Excellent interpersonal and communication skills</li> <li>• Collaboration</li> </ul>
Working knowledge	<ul style="list-style-type: none"> <li>• Financial reporting requirements</li> <li>• Financial/Administration systems software</li> <li>• Administrative reporting requirements</li> <li>• Working knowledge of SPC policies and procedures – Facilities, Finance, Procurement, Facilities and OHS</li> <li>• Safety awareness</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• About government requirements relating to customs, quarantine, and biosecurity.</li> <li>• SPC Regulations and Policies</li> </ul>

### 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

- High level of professional integrity and ethics
- Friendly demeanor

- Demonstrated high level commitment to customer service.
- Communicates effectively
- Performs well under pressure
- Positive attitude to work
- Strongly committed
- Highly motivated
- Excellent interpersonal skills
- Well organized
- Dependable
- 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.