

## ICMPD Job Profile

### OPERATIONAL SUPPORT ASSISTANT<sup>1</sup>

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#### Functional Overview

The Operational Support Assistant is a member of the Operational Support Team within the General Services Unit of the Management Directorate. Reporting to the Team Lead, the Assistant provides effective administrative support in the areas of facility and office operations, travel services, procurement, and data protection (GDPR). S/he works in close cooperation with the Operations Support Associate, other units in the Directorate, and internal stakeholders to ensure consistency and quality in the delivery of operational services, in line with ICMPD's administrative procedures.

The role requires sound organisational skills, a proactive and service-oriented mindset, and the ability to coordinate routine tasks with internal teams and external service providers. Familiarity with travel coordination, procurement support, and GDPR-related procedures is an asset.

#### Key Results

**Facility, Office and Procurement Support:** Facility and office management activities supported in line with established plans and procedures. ICMPD Headquarters' Space and infrastructure changes (e.g. onboarding, office moves, workstation set-up) facilitated in close coordination with internal stakeholders. Coordination of external service providers ensured. Facility maintenance schedules regularly monitored and related expenditures tracked. Records and tracking systems (e.g. vendor lists, asset databases) maintained and kept up to date.

Office and general material supply processes supported. Inventory records maintained and replenishments coordinated in cooperation with the Office Management Team. Timely distribution of supplies ensured.

Procurement support provided for small-scale and institutional purchases. Quotations collected, market research supported, and support provided in preparing draft procurement documents (e.g. Terms of Reference) under supervision. Liaison undertaken with the Procurement Unit and relevant stakeholders. All activities carried out in line with ICMPD procurement and administrative procedures.

#### Travel and Logistical Support:

Travel-related administrative processes supported in collaboration with the Travel Focal Point. Basic guidance to staff provided, and first-level issues related to the online booking tool resolved. Liaison undertaken with the contracted travel agency on individual booking cases, changes, and cancellations.

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<sup>1</sup> This project profile is classified at S1.

Documentation for corporate travel insurance maintained. Basic guidance on coverage and claims procedures provided to staff. Assistance provided in tracking and following up on routine travel insurance-related queries.

Internal meetings and events within the Directorate organised in coordination with facilitators, caterers, and hosts. Cost estimates and logistical arrangements prepared in accordance with organisational requirements.

**Support to Data Protection (GDPR):** Awareness-raising and training activities on data protection supported in line with ICMPD's GDPR framework. Guidance materials maintained and distributed. Routine queries from staff handled in coordination with the Team Lead and the Data Protection Focal Point.

Assistance provided in reviewing and maintaining templates and procedures related to GDPR. Documentation and records maintained in accordance with data protection standards.

### **Required Expertise**

- Solid administrative support skills in office, facility, travel, and logistical operations within established procedures are required.
- Strong organisational skills and attention to detail in managing multiple routine tasks are essential.
- Ability to work collaboratively across teams and communicate effectively with internal stakeholders and service providers.
- Ability to identify and escalate issues appropriately while applying standard procedures.
- Familiarity with booking tools and administrative support to travel or logistical arrangements is an asset.
- Initial exposure to procurement procedures or data protection (e.g. GDPR) is an advantage.
- Service-oriented mindset with a responsible and task-focused work ethic.

### **Qualifications, Experience and Language Skills**

- Bachelor's degree or equivalent in a relevant field in addition to completed Secondary Education.
- Relevant working experience may be considered in lieu of a degree (e.g. 3 years of relevant support experience).
- Minimum of 2 years of experience in administrative and facility management support in an international organisation context.
- Experience in supporting office logistics, travel arrangements, meeting organisation, or procurement processes.
- Basic understanding of data protection (GDPR) and willingness to support related procedures.
- Proficiency in MS Office; knowledge of digital collaboration tools is an asset.
- Good organisational and time-management skills, with attention to detail.
- Proficiency in English (verbal/written) is required; proficiency in another ICMPD official language is an asset. Proficiency in the language of the duty station (German) is mandatory.