

ICMPD Job Profile

OPERATIONS SUPPORT ASSISTANT¹

Functional Overview

The Operations Support Assistant provides effective and efficient administrative, facility management and general office support. S/he works in close collaboration with the Operations Support Associate, the Operations Support Divisional Units and staff-at-large, ensuring consistency with comparable office and facility management activities across the organisation, in line with the standard administrative practices and operating procedures of ICMPD.

Key Results

Support to Facility Management: Facility management plans implementation regularly monitored and maintenance schedules routinely checked and updated. Regular communication undertaken with relevant internal stakeholders in Regional/Field and Project offices on facility management plans and implementation, incorporating ICMPD's site safety, emergency and health requirements. All aspects of space/infrastructure planning (e.g.: on-boarding of new employees, office space additions, changes to workstations etc.) actively supported. The work of the maintenance services, cleaning staff and other external service providers efficiently organised including regular expenditure monitoring. Facility management databases updated and maintained e.g. service providers and vendors mailing lists and asset tracking systems.

Support to Office and Materials Supplies Management. Effective administrative support provided to ensure proper office supplies management and inventory lists regularly updated with the timely recording of office supplies and general materials supplies. Replenishment organised and coordinated with respective Operations Support team members and timely distribution of office and general supplies ensured. Quotations collected for micro-purchases within the office petty cash threshold and invoices prepared accordingly.

Logistics and Administrative Support: Logistical arrangements efficiently undertaken for internal meetings and other events, by making arrangements with facilitators, caterers (as required) and hosts. Cost estimates calculated and notes of internal meetings accurately prepared. General administrative support and back-up provided to the Operations Support Associate, with ICMPD's operational travel programme. Respective administrative support provided to the Global Security, Procurement and Grants and ICT Units, as required.

Required Expertise

- Effective administrative support to facilities and office support management.

¹ This project profile is classified at S1.

- Capability to establish effective relationships within teams to understand and meet their needs.
- Ability perform well while simultaneously handling a number of administrative and support functions.
- Upon consultation with supervisor/manager, ability to make decisions on routine issues full compliance with ICMPD's operational regulations and rules.
- Client orientation.

Qualifications, Experience and Language Skills

- Bachelor degree or equivalent in a relevant field in addition to completed Secondary Education.
- Relevant working experience is considered commensurate in lieu of degree or equivalent (i.e. 3 years).
- A minimum of 2 years of experience in administrative and facility management support in an international organisation context.
- Experience in the organisation meetings, catering and hospitality.
- Knowledge of ERP systems – knowledge of SAP is an asset.
- Good organisational skills.
- Experience in managing conflict priorities and working with tight deadlines.
- Strong team work and interpersonal skills.
- Excellent command of standard MS-office software.
- Proficiency in (verbal/written) English, proficiency in any of the ICMPD official languages is an asset; proficiency in the language of the duty station is a requirement.