



Terms of Reference

Administrative Assistant (Group IV)

Department:	Admin and Logistic Support	Duty Station:	(Thailand/Bangkok)
Job title:	Administrative Assistant (Group IV)		
Supervisory roles, back-up and replacement to be established by the HoO (Head of Office) (cf. updated organisation chart).			
1. Job summary:			
The jobholder supports the work of Administration and Finance team and/or ensures receptionist functions in the Office.			
2. Responsibilities & Tasks:			
Within delegated authority, the Administrative Assistant (Group IV) will be responsible for the following tasks:			
HR & Administrative Support			
<ul style="list-style-type: none">• Support in preparation of contracts including all supporting documents and maintain various records;• Assists in managing administration and finance operational tasks, as appropriate;• Follows-up staff planning table (staff annual leave, sickness, unjustified absences, training) and prepares monthly report;• Maintains an overview of expatriate staff's visa and residence permit situation, and makes necessary applications;• Follows-up all protocol issues (visa request, travel permits, stay permits, car registration, etc.) in liaison with the EU Delegation;• Backs-up the administration support in case of absence with respect to basic financial and human resources tasks.			
Secretarial duties			
<ul style="list-style-type: none">• Follows and registers incoming correspondence and communications from the team members. Ensures that replies are sent in a timely manner. Keeps record of all mail sent and all documents given for signature and/or information to the EU Delegation;• Drafts standard and administrative correspondence. Corrects written materials prepared by other staff members as regards format and spelling. Photocopies and collates documents as requested;• Creates and maintains the filing and reference systems in conformity with the criteria applicable under various procedures;• Ensures efficient and effective internal and external communication;• Provides assistance with respect to scheduling of meetings;• Maintains the stock, distributes stationery supplies, and updates the stock cards, as appropriate.			



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OPERATIONS (ECHO)
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Specific duties for the senior level Administrative Assistant

- Identifies complex, urgent or sensitive information for special treatment;
- Generates a variety of reports and statistical tables to support the other team members;
- Briefs and trains new staff, gives guidance to other secretaries on office procedures and coordinates the secretarial services of the office.

Front-desk service and telephone communications services

- Monitors all visitors to the office, issues identification cards to them, and directs them to the relevant staff/meeting room as appropriate;
- Manages and operates the central switchboard, answering telephone, responds to routing requests for information;
- Transmits messages and checks the fax machine frequently;
- Receives, registers and dispatches all office communication by e-mail, fax, post, diplomatic pouch, express airmail and telephone;
- Assists in preparation for meetings. Manages the meeting/conference room bookings;
- Updates office staff contact list on regular basis and circulates amongst all staff;
- Keeps list of names, addresses and telephone numbers of government officials, members of diplomatic missions, operational partners and suppliers.

Specific duties for the senior level Administrative Assistant

- Manages and plans the front-desk coverage;
- Monitors driver's movements.

General Administration Support

- Provides administrative support with accuracy and consistency;
- Plays the focal role for the mission of all staff and leave requests;
- Facilitates travel arrangements for both the national and expatriate staff of the office by assisting in preparing all travel arrangements, travel requests, and assists in the preparation of security clearances;
- Arranges hotel accommodation and other mission needs for visitors;
- Maintains field trips schedule for DG ECHO staff working in the country/region;
- Organises and maintains a filing system for the secretarial related files;
- Translates and interprets, as appropriate.

Specific duties for the senior level Administrative Assistant

- Directs and coordinates the support services in the office, including coordinating with suppliers.



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Office specific responsibilities/tasks:

Support to Finance areas:

- Scans financial documentation for the accounting module/s (shared drive, share point, financial tool);
- Calculates private call bills record and other expenditures for refund;
- Create flight purchase order (PO) and flight invoice match (INV);
- Record financial transactions, if requested;
- Support in the preparation of the monthly financial report;
- Assists in producing the mission's data analysis and reports;
- Plays an active role in the support team on general administrative tasks, as well as on preparedness & response in case of emergency deployment and logistics support (mission, BCP, kits, etc.). Ensures back up and continuity in case of absence by ALA/TSA;
- Sends out e-mail notification of public holidays and office closure to HQ and region;
- Sends out e-mail communication to EUDEL HoD as well as ECHO HoO of authorised upcoming missions;
- Review on a regular basis the “welcome package” including security brief & tips for ECHO visitors;
- Updates regularly the phone tree, outlook calendar & contacts, collaboration folders in shared drive;
- Monitors ECHO-Bangkok general e-mail box;
- Maintains template and get quotation for the printing of business cards;
- Undertakes any additional tasks as assigned by the HoO/RO (Regional Office) and/or Headquarters.

3. Competencies required:

- Drive for Results: Medium Level
- Conduct in Service: Medium Level
- Working with Others: Medium Level
- Decision-making: Basic Level
- Managing and Organising Information: Basic Level
- Strategic Thinking and Planning: Basic Level
- Communication: Medium Level
- Organisational Awareness: Medium Level
- Adaptability and Flexibility: Medium Level
- Leadership: Basic Level

The definition of each competency and examples of behaviours expected for each level are listed in annex.

4. Job Requirements:



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Education

- Secondary education or equivalent commercial school/minimum Secretarial Diploma.

Knowledge and Experience

- Minimum 3 years of relevant experience;
- Good drafting skills;
- Good communication skills;
- Ability to work in a multicultural environment;
- Capacity to work in a multitasking position;
- Previous experience in a Governmental or other International Organisation is an advantage;
- Experience in the usage of computers and office software packages (MS Word, Excel, etc.).

Languages

- Fluency in English (verbal & writing);
 - An excellent knowledge of Thai (verbal & writing)

Disclaimer:

The Authority Authorised to Conclude Contracts (AACC) reserves itself the right to amend the job requirements in line with the local labour market conditions.