



## Terms of Reference

### Operational Assistant (Group III)

<b>Job family :</b>	Programme	<b>Duty Station:</b>	Thailand/Bangkok
<b>Job category:</b>	Operational Assistant (Group III)		
<b>Line manager :</b>	HoRo BKK	<b>Supervision exercised :N/A</b>	
<b>Back-up :</b>	N/A	<b>Replacement : N/A</b>	

#### 1. Job summary:

The job holder efficiently assists and contributes to the tasks of the team assigned, through support, research and analysis activities.

#### 2. Responsibilities & Tasks:

Within delegated authority, the Operational Assistant (Group III) will be responsible for the following tasks:

##### Programme work

- Generates a variety of reports and statistical tables to support the other team members;
- Researches and compiles background documents and guidelines from the internet and other sources, as requested;
- Contributes to the preparation of briefing packages.
- Drafts documents and reports as requested by line manager;
- Identifies complex, urgent or sensitive information for special treatment;
- Updates weekly missions and monitoring plans, and coordinates the logistics support with the Resource Management section of the office/RO if needed;
- Disseminates mission schedules as relevant and ensures that feedback is given in due course.
- Attend meetings related to the programme section as instructed by line manager and report
- Assist the Head of Office/TA in the event of an emergency response.

##### Specific duties for senior level Operational Assistant

- Contributes to the appraisal , monitoring and evaluation of projects, including financial assessment of proposals;
- Accompanies the TA on field visits as appropriate;

##### Working with partners

- Liaises, in close coordination with the line manager, and as appropriate, with partners, local authorities and institutions, in particular in relation to the practical arrangements for the missions.
- Assists with enhancing the visibility and communication of ECHO's overall assistance.

##### Office Administration

- Assists in the preparation of weekly / monthly / specific sector meetings, particularly in the framework of the yearly programming exercise, compiling the agenda and taking of minutes;

##### Office specific responsibilities/tasks:

(When applicable)



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- Undertakes any additional tasks as assigned by the TA, Head of Office/RO and/or Headquarters;
- Populates relevant and key documents onto the shared folder in coordination with Operations team and Thematic Experts and maintains an updated operations shared folder.
- Generates statistical data analysis (sectoral analysis) for enhancing quality programming, advocacy and strengthened synergies in the region.

### **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: Basic 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:**

#### **Education:**

- Secondary Education;

#### **Knowledge and Experience:**

- Minimum 3 years of relevant experience at national or international level in secretarial / assistance positions. Relevant experience in programme/project operations would be an asset;
- Excellent drafting skills.
- Good communication skills.
- Capable of working under pressure in a multitasking position.
- Ability to work in a multicultural environment.
- 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 language