



JOB PROFILE

JOB TITLE	OFFICE MANAGER
INSTITUTION	GIABA
GRADE	G5/G6/G7
JOB CODE	20001191
ANNUAL SALARY	G5: UC 31,502.30 (US\$ 49,704.33) / G6: UC 35,815.21 (US\$ 56,509.24) / G7: UC 40,223.63 (US\$ 63,464.83)
DIRECTORATE	OFFICE OF THE DIRECTORATE OF EVALUATION AND COMPLIANCE
LINE SUPERVISOR	DIRECTOR, EVALUATION AND COMPLIANCE
SUPERVISING	OFFICE AIDE
DURATION	PERMANENT
DUTY STATION	DAKAR - SENEGAL
Application email address	g1191omdec@giaba.org
Application date line	29 January 2025

ROLE OVERVIEW

Under the supervision of the Director, the Office Manager should play a vital role in the smooth running of the Directorate. From welcoming visitors to reception of calls, fixing appointments, organizing the schedule of his/her superior, drafting of correspondence and filing documents, her duties will be critical to the daily activities of the Institution. In this regard, he/she should be quite accessible and responsive in the face of competing demands from both internal and external parties.

ROLE AND RESPONSIBILITIES

- Management of the Supervisor's schedule: receive and welcome visitors; organise and manage appointments; keep the Supervisor's timetable; make telephone calls; verify in-coming calls to ensure their importance and possibility to respond; manage the Director's diary and schedule.
- Administrative management: organise meetings; receive, draft, type and make follow-up on administrative letters; meeting room bookings; provide supplies to the office.
- Management of mail: create a recording system of in-coming and out-going mails; ensure archiving and filing of documents; manage documents (in-coming and out-going, filing of letters); ensure follow-up on documents submitted to the Director for signature.
- Monitoring office supplies and ordering new stationery, furniture, appliances and electronics as required.
- Undertake any other duty assigned by the superiors.

ACADEMIC QUALIFICATIONS AND EXPERIENCE

- Minimum of a High National Degree or equivalent in a field relevant to specialized area in bilingual secretariat plus additional training in administrative management.
- Minimum of 6 years working experience in progressive secretarial posts in a bilingual environment with language-related experience including text processing, editorial assistance, or document processing preferably in an international organization.

AGE: The minimum age for recruitment is 24 and the maximum age is 50.

Age limit is not applicable to internal candidates .

LANGUAGE: Candidates must speak one of the official languages of ECOWAS: English, French or Portuguese. Knowledge of a second official ECOWAS language is an advantage.

COMPETENCIES PROFESSIONALISM:

- Show pride in work and in achievements, demonstrate professional competences and mastery of subject matter, be conscientious and efficient in meeting commitments, observing deadlines, and achieving results, be motivated by professional rather than personal concerns; show persistence when faced with difficult problems and challenges; remain calm in stressful situations.
- Work collaboratively with colleagues to achieve organizational goals; solicit input by genuinely valuing other ideas and expertise; be willing to learn from others; place team agenda before personal agenda; support and acts in accordance with final group decision; even when such decisions may not entirely reflect own position; share credit for team accomplishments and accepts joint responsibility for team shortcomings.
- Develop clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresee risks and allows for contingencies when planning; monitors and adjust plans and actions as necessary; use time effectively.
- Organization and the ability to multitask to complete a wide variety of tasks.
- Attention to detail to ensure tasks are completed thoroughly and correctly.
- Good mastery of Microsoft applications.

ECOWAS KEY COMPETENCIES:

- Demonstrated experience in word processing in English and French and/or Portuguese in accordance with established standards;
- Knowledge of and technical competence to apply post editing techniques and practices for the preparation and production of documents according to ECOWAS policy.
- Ability to provide suggestions based on own observations that will improve the way work is accomplished and confidently lead on their implementation as requested;
- Demonstrated experience working effectively as a team member, occasionally leading on discussions and/or replacing other leading roles as required;
- Ability to support the team by keeping abreast of the team's initiatives, events, and needs, assisting team leaders as required;
- Ability to take responsibility for own career and performance and to engage in self-assessment activities regularly and independently (e.g. self-reflection, obtain feedback);
- Ability to develop and maintain skills and expertise required to perform in the role effectively e.g. relevant technologies, professional standards, relevant regulations/policies.
- Excellent work ethics, positivity, motivation, flexibility and problem-solving skills to carry out tasks associated with position;
- Ability to take initiative to resolve semi-routine problems and make recommendations to improve the quality/quantity of services to clients;
- Ardent desire to help others in a variety of circumstances of relevance to own work area and to refer to appropriate person for further assistance as required;
- Ability to work as part of a team in articulating the needs of clients and stakeholders;
- Ability to manage own time effectively and meet service standards and objectives related to assigned responsibilities.
- Understands how to access internal resources or services to enhance cultural awareness and actively seeks to improve multicultural skills when interacting with others with culturally and linguistically diverse backgrounds, especially within west Africa;
- Ability to listen attentively to people's ideas, requests and concerns and to understand, internalize and develop diversity management skills in accordance with ECOWAS rules/policies;
- Ability to recognize preconceived notions and stereotypical views of certain groups and individuals and to successfully adopt inclusive and culturally appropriate behaviours.
- Basic understanding of the ECOWAS organization mandate and its functions, particularly those of own institution/agency;
- Knowledge of ECOWAS routine procedures and practices as it relates to assigned responsibilities (e.g. standards and rules) and work tools (e.g. technology);
- Ability to apply ECOWAS standards for emailing and other routine tasks and to keep records, and information pertaining to assigned work in accordance with rules and regulations;

- Ability to apply ECOWAS procedures relevant to tasks and demonstrate understanding of associated systems, processes, rules and/or standards sufficiently to explain their necessity and to identify errors and consequences.
- Excellent numeracy skills with the ability to collect, collate, classify and summarize data following clear and simple instructions;
- Demonstrated ability to challenge established procedures with a view of improving performance and/or outputs;
- Detail oriented with an ability to detect and correct errors and to keep accurate records of simple indicators/information;
- Ability to gather and arrange information and data in a simple and understandable manner.
- Ability to provide accurate and complete information to supervisor/co-workers/clients as requested, using good judgement, tact and diplomacy;
- Demonstrated ability to use computers with advanced word-processing skills including a working knowledge of spreadsheets (e.g. excel), inter/intranet, email and social media;
- Ability to read/listen and understand semi-routine instructions and carry them out with limited supervision;
- Ability to produce clear, concise, logical and grammatically correct written material in English or French and to have equal verbal language proficiency;
- Ability to address issues with others in a candid, timely and straightforward fashion.
- Ability to organize semi-routine work tasks, to identify solutions to address conflicting priorities or uncertainty in carrying out new or changing tasks;
- Ability to develop work goals and identify the steps needed to achieve these goals;
- Ability to understand and contribute to team or work unit goals as directed by supervisor;
- Ability to work within well-established office practices and balance multiple tasks within set deadlines.

Special Notice:

1. Assessment of qualified candidates may include an assessment test and a competency-based interview.
2. This position is subject to local requirement pursuant to staff rule article 9.3 of the ECOWAS Staff Regulations (revised 2022). All staff in the General Service and related categories shall be recruited in the country or within commuting distance of the GIABA Secretariat, irrespective of their nationality and of the length of time they may have been in the country. A staff member subject to local requirement shall not be eligible for the allowance or benefits exclusively applicable to international recruitment.
3. Only shortlisted applicants will be contacted for the interviews.