



JOB PROFILE

JOB TITLE	ADMINISTRATIVE ASSISTANT
JOB CODE	0101
INSTITUTION/AGENCY	WEST AFRICAN HEALTH ORGANISATION
GRADE	G4/G5/G6
DIRECTORATE	ADMINISTRATION AND FINANCE
ANNUAL SALARY	15,612.30 – 30,932.71
NUMBER OF POSITIONS	2
STATUS	PERMANENT
DIVISION	ADMINISTRATION AND HUMAN RESOURCES
LINE SUPERVISOR	PROFESSIONAL OFFICER/GENERAL ADMINISTRATION
SUPERVISING	N/A
DUTY STATION	CÔTE D'IVOIRE

ROLE OVERVIEW

Under the supervision of the Professional in charge of General Administration, Administrative Assistants shall perform routine administrative tasks such as drafting correspondence, managing office supplies and supervising drivers, daily office maintenance, managing public utilities (electricity, water, telephone, etc.) and monitoring vehicles (maintenance, technical inspections, insurance, logbooks). They are also responsible for preparing reports and keeping filing or archiving systems.

ROLE AND RESPONSIBILITIES

1. Prepare correspondence and ensure their dispatch and follow up where necessary.
2. Manage office supplies in SAP MM module.
3. Create and regularly update the database relating to equipment maintenance, in particular vehicles, air conditioners, photocopiers, generators and other items of equipment.
4. Create and maintain a database of service providers or suppliers/vendors.
5. Monitor various operators/service providers (telephony, electricity, water, security, equipment and space maintenance), including installations, billing, payment and termination.
6. Create purchase requisitions, purchase orders, and ensure that invoices are entered into the SAP software in relation to all payments.
7. Ensure acquisition of office supplies and any other purchases whose amount does not require competitive bidding.
8. Develop electronic and manual filing systems to ensure easy filing and retrieval of information and documents for the administration unit.
9. Supervise drivers, monitor logbooks, road worthiness inspections, repair services and vehicle refueling.
10. Monitor insurance contracts for organisation's property.
11. Inform staff and provide appropriate answers to their questions regarding security, equipment, office supplies, infrastructure, etc.



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12. Produce regular reports on key activities, including status of equipment, service provider contracts and inventory of office supplies.
13. Act as a contact person between staff and service providers.
14. Create purchase requests in the SAP system.
15. Create purchase orders in the SAP system.
16. Update Organisation's asset database.
17. Perform any other duties as may be assigned by Supervisor.

ACADEMIC QUALIFICATIONS, SKILLS EXPERIENCE

Education :

- Hold a Higher Technical Certificate (BTS/DUT/DTS), Higher National Diploma (HND) or equivalent in business management, commerce, arts/humanities or social sciences.
- Higher education in administration or logistics would be an asset.

Work experience

- At least five (5) years of progressively more responsible professional experience in administrative services and in planning and/or implementation of technical cooperation.
- Sound knowledge of a range of administrative functions, including budget or work programme development, human resources management, databases, etc., with ability to apply knowledge of various ECOWAS rules and regulations related to administration, finance and human resources.
- Proven ability to use SAP modules essential to the performance of duties related to position effectively.
- Good command of IT tools and Microsoft 365 software, as well as good familiarity with various software packages.

AGE LIMIT

- Must be a citizen of an ECOWAS Member State.
- Must not be more than 35 years of age at the time of recruitment. This does not apply to internal candidates.

ECOWAS KEY COMPETENCIES

G4-02-01

LEADERSHIP

- Ability to make suggestions for improving work methods based on own observations and confidently ensure that these suggestions are implemented as required.
- Proven experience working efficiently as a team member, mentoring teams and occasionally leading discussions, and/or assuming other leadership roles as appropriate.



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- Ability to support the team by keeping abreast of the team's initiatives, events and needs, assisting team leaders as required.
- Ability to work under pressure and be dependable for results.
- Ability to take responsibility for own career and performance and engage in self-assessment activities regularly and independently.
- Ability to develop and maintain the skills and expertise required to perform the role efficiently.

G4-03-01

CLIENT SERVICE ORIENTATION

- Demonstrate excellent work ethics, positivity, motivation, flexibility and problem-solving skills to successfully carry out tasks associated with position.
- Ability to take initiative to resolve recurring problems and make recommendations to improve the quality /quantity of services to clients.
- Ardent desire to help others in a variety of circumstances related to own work area and to refer to appropriate person for further assistance if required.
- Ability to work as part of a team to meet user needs.
- Ability to manage own time efficiently and meet service standards and objectives related to assigned responsibilities.

G4-04-01

MULTICULTURAL SENSITIVITY AND ADVOCACY

- Ability to access internal resources or services to enhance cultural awareness and actively seek to improve multicultural skills when interacting with others from different cultural and linguistic backgrounds.
- 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 and policies.
- Ability and responsibility for incorporating gender perspectives and ensuring equal participation of men and women in all areas of work.
- Ability to recognise preconceived ideas and stereotypical views of certain groups and individuals and to successfully adopt inclusive and culturally appropriate behaviours.

G4-05-01

KNOWLEDGE OF ECOWAS

- Basic understanding of the ECOWAS organizations mandates and its functions, particularly those of own institution.
- Be conversant with ECOWAS routine procedures and practices as it relates to assigned responsibilities and work tools.



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- Ability to apply ECOWAS standards for emailing and other routine tasks and to keep records, and information pertaining to assigned tasks in accordance with applicable rules and regulations.
- Ability to apply ECOWAS procedures relevant to tasks and demonstrate a good understanding of associated systems, processes, rules and/or standards sufficiently to explain their necessity and to identify errors and consequences.

G4-06-01

ANALYTICAL AND CRITICAL THINKING

- Excellent numeracy skills with ability to collect, collate, classify and summarize data following clear and simple instructions.
- Ability to be innovative with established procedures with a view to improving performance and/or output.
- Ability to detect and correct errors and ensure rigorous and accurate file archiving.
- Ability to gather and arrange information and data in a simple and understandable manner.

G4-07-01

COMMUNICATION

- Ability to provide accurate and comprehensive information to supervisor/co-workers/clients, as requested, using good judgment, tact and diplomacy.
- Proficiency in the use of computers with advanced word-processing skills, including practical knowledge of spreadsheets (e.g. Excel), inter/intranet databases, email and social networks.
- Ability to read, listen to and understand routine instructions and carry them out with limited supervision.
- Ability to produce clear, concise, logical and grammatically correct written materials in one of the three (3) official languages of ECOWAS and have equal linguistic proficiency in oral communication.
- Ability to address issues with others in a candid, timely and straightforward manner.
- Proficiency in information and communication technology (ICT); Microsoft Office, PowerPoint, Excel, SAP ECM & MM.
- Good command (oral and written) of any of ECOWAS official languages, namely English, French, and Portuguese. Working knowledge of any of the other languages would be an advantage.

G4-08-01

PLANNING AND IMPLEMENTATION

- Ability to organize routine tasks and identify solutions to address conflicting priorities or uncertainty in the performance of new or changing tasks.
- Ability to develop work objectives and identify the steps needed to achieve these objectives.
- Ability to understand and contribute to team or work unit goals as directed by supervisor.



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- Ability to work within well-established office practices and balance multiple tasks within set deadlines.

Assessment method: Assessment of qualified candidates may include a written exercise and a competency-based interview.

ECOWAS Work Environment:

ECOWAS provides a work environment that reflects the values of gender equality, diversity, integrity and a healthy work-life balance. We are committed to ensuring gender parity in the organization and therefore, we encourage women to apply for positions that suit their competencies. Individuals from minority ethnic groups, indigenous populations, persons with disabilities, and other underrepresented groups are also highly encouraged to apply. Diversity, Equity and Inclusion is at the heart of ECOWAS's workforce.

Disclaimer:

Selection and appointment will be subject to background and reference checks and other administrative requirements.

ECOWAS does not charge for any application, processing, training, interviewing, testing in connection with application or recruitment processes and does not concern itself with information on applicants' bank accounts.

This position is subject to local recruitment pursuant to staff rule article 9.3 of the ECOWAS Staff Regulations (revised 2021). All staff in the General Service and related categories shall be recruited from ECOWAS citizens who are resident in the Member state where the position has been advertised. A staff member subject to local recruitment shall not be eligible for the allowances or benefits exclusively applicable to international recruitment.