



## JOB PROFILE

<b>JOB TITLE</b>	<b>OFFICE MANAGER</b>
<b>JOB CODE</b>	<b>108</b>
<b>INSTITUTION/AGENCY</b>	<b>WEST AFRICAN HEALTH ORGANISATION (WAHO)</b>
<b>GRADE</b>	<b>G5/G6/G7</b>
<b>DIRECTORATE</b>	<b>ADMINISTRATION AND FINANCE</b>
<b>ANNUAL SALARY</b>	<b>19,667.24/ 36,959.89</b>
<b>NUMBER OF POSITIONS</b>	<b>4</b>
<b>STATUS</b>	<b>PERMANENT</b>
<b>LINE SUPERVISOR</b>	<b>DIRECTOR</b>
<b>SUPERVISING</b>	<b>N/A</b>
<b>DUTY STATION</b>	<b>CÔTE D'IVOIRE</b>

### ROLE OVERVIEW

Under the supervision of the Director, the Office Manager shall play a key role in the smooth running of the Department. From welcoming visitors to reception of calls, fixing appointments, organizing the schedule of his/her superior, drafting of correspondence and filing documents, his/her duties will be critical to the daily activities of the Department. In this regard, he/she should be quite accessible and responsive to requests from both internal and external parties. In addition, he/she assists in finalising correspondence for Programme Officers.

### ROLE AND RESPONSIBILITIES

- **Management of the Supervisor's schedule:** Receive and welcome visitors; organize and manage appointments; keep the supervisor's diary up to date; make telephone calls; verify incoming calls to determine their level of importance or priority; manage the Director's diary and schedule.
- **Administrative management:** organize meetings, take notes, write reports; receive, draft and follow up on administrative letters; book meeting rooms; keep track of office supplies; manage incoming and outgoing correspondence.
- **Management of mail:** create a recording system of incoming and outgoing mail; ensure archiving and filing of documents; ensure follow up on documents submitted to the Director for signature.
- **Management of documents and files:** Ensure efficient archival and retrieval or consultation of hard and electronic documents and make them available on request. Prepare PRs for the Department's requests.
- Perform any other duties as may be assigned by supervisor.

### ACADEMIC QUALIFICATIONS, SKILLS EXPERIENCE

#### Education:

- Hold a Higher Technical Certificate (BTS/DUT/DTS) or *Higher National Diploma (HND)* or equivalent certificate in secretarial studies or administration from a recognised institution.
- Working knowledge of a second ECOWAS language is an asset.



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### Work experience:

- At least six (6) years of progressively more responsible secretarial and administrative professional experience in a bilingual working environment within a multicultural public sector and/or international organization.
- Thorough knowledge of office procedures and practices with proven experience applying and interpreting office rules, codes and regulations (e.g., document management systems, communication protocols), establishing sound office processes (e.g., approvals, schedules, travels) and providing administrative support services to management (e.g., recording minutes (reports), write memos, produce administrative reports).
- Ability to write, read and edit documents in English, French and/or Portuguese; advanced typing/keyboarding skills in all working languages and proficiency in the use of all Microsoft Office Suite software (e.g., Excel, Ms Word, PowerPoint).
- Possess team spirit and group leadership skills to train, assign and follow up on relatively complex tasks performed by colleagues.
- Sound knowledge of relevant enterprise content management (ECM) filing systems as well as correspondence-related procedures, guidelines and processes for preparing and using administrative documents and templates.
- Demonstrate good judgement and be able to make sound decisions with little supervision.

### 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

#### G5-02-01 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 effectively as a team member, mentoring teams and occasionally leading discussion and/or assuming other leadership 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 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 effectively.

#### G5-03-01 CLIENT SERVICE ORIENTATION



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- 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 the needs of users.
- Ability to manage own time efficiently and meet service standards and objectives related to assigned responsibilities.

### **G5-04-01**      **MULTICULTURAL SENSITIVITY AND ADVOCACY**

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

### **G5-05-01**      **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.
- Ability to apply ECOWAS standards for emailing and other routine tasks and to maintain 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.

### **G5-06-01**      **ANALYTICAL AND CRITICAL THINKING**

- Excellent numeracy skills with the 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.



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<b>G5-07-01</b>	<b>COMMUNICATION</b>
<ul style="list-style-type: none"><li>• Ability to provide accurate and comprehensive information to supervisor/co-workers/clients, as requested, using good judgment, tact and diplomacy.</li><li>• 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.</li><li>• Ability to read, listen to and understand routine instructions and carry them out with limited supervision.</li><li>• 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.</li><li>• Ability to address issues with others in a candid, timely and straightforward manner.</li><li>• Proficiency in information and communication technology (ICT).</li><li>• Have a good command (oral and written) of any of the official ECOWAS languages, namely English, French and Portuguese. Working knowledge of any of the other languages would be an advantage.</li></ul>	
<b>G5-08-01</b>	<b>PLANNING AND IMPLEMENTATION</b>
<ul style="list-style-type: none"><li>• Ability to organize routine tasks and identify solutions to address conflicting priorities or uncertainty in the performance of new or changing tasks.</li><li>• Ability to develop work objectives and identify the steps needed to achieve these objectives.</li><li>• Ability to understand and contribute to team or work unit goals as directed by supervisor.</li><li>• Ability to work within well-established office practices and balance multiple tasks within set deadlines.</li></ul>	

**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.



## **JOB PROFILE**

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.