



JOB PROFILE

JOB TITLE	OFFICE MANAGER
JOB CODE	0130
INSTITUTION/AGENCY	WEST AFRICAN HEALTH ORGANISATION (WAHO)
GRADE	G5/G6/G7
DIRECTORATE	GENERAL DIRECTORATE
ANNUAL SALARY	19,667.24/ 36,959.89
NUMBER OF POSITIONS	1
STATUS	PERMANENT
DIVISION	N/A
LINE SUPERVISOR	DIRECTOR GENERAL
SUPERVISING	ADMINISTRATIVE ASSISTANT
DUTY STATION	CÔTE D'IVOIRE

ROLE OVERVIEW

Under the supervision of the Director General, the Office Manager shall play a key role in the smooth running of the Directorate General by overseeing the arrangement of all documents requiring the Director General's approval and action. He or she acts as an interface between the General Directorate and other ECOWAS institutions, partners and other WAHO departments.

ROLE AND RESPONSIBILITIES

- **Management of the Director-General's schedule:** Receive and welcome visitors; organize and manage appointments; create and keep the Director-General's electronic schedule up to date for all planned engagements; organize virtual meetings and calls involving senior management; create and follow up on the Director-General's task list.
- **Administrative management :** Manage competing requests from both internal and external parties by being accessible and responsive; manage senior management logistics, including preparing PR, tracking travels and visas; organize meetings, track office supplies, etc. ; Draft memos and correspondence on behalf of the Director General; attend meetings with DG, take notes and draft reports; prepare DG's missions to member countries and abroad by liaising with the relevant authorities.
- **Management of mail and documents:** manage, compile and track all incoming and outgoing correspondence and documents; create an electronic coding system for all incoming and outgoing correspondence and documents and ensure proper archiving; manage the flow of documents submitted to the Director General for action.
- **Management of the electronic archiving system:** set up a database and a system for filing and retrieval of information for the Director General; manage the shared file of the Directorate General using Microsoft 365 tools; ensure the effective archiving and retrieval of hard and electronic documents and make them available on request.
- Perform any other duties as may be assigned by the Director General.

ACADEMIC QUALIFICATIONS, SKILLS EXPERIENCE

Education:



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- Hold a Higher Technical Certificate (BTS/DUT/DTS) or *Higher National Diploma (HND)* or equivalent certificate from a recognised institution of higher education.
- Additional training in administrative, secretarial or commercial practices is desirable.
- Working knowledge of a second ECOWAS language is an asset.

Work experience:

- At least eight (8) 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 administrative procedures and practices with proven experience in applying and interpreting administrative rules in accordance with ethical requirements of confidentiality and integrity.
- Implement efficient office processes (including approvals, schedules, travel) and provide administrative support services to management, such as recording minutes, drafting memos and producing administrative reports.
- Ability to produce clear, concise, logical and grammatically correct documents in at least two (2) official languages of ECOWAS and have the same linguistic proficiency in oral communication.
- Full proficiency in the use of Microsoft Office 365.
- 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 procedures, guidelines and processes related to correspondence for preparing and using administrative documents and templates.

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

G6-02-01

LEADERSHIP

- Proven experience in facilitating group discussions to provide participants with opportunities to exchange information and ideas or raise awareness and/or gather feedback.
- Excellent networking and teamwork skills, with ability to positively influence colleagues when faced with challenges, in order to help them find solutions and build confidence. ;
- Ability to follow the chain of command.
- Ability to motivate oneself and/or others to engage in and complete tasks.
- Ability to manage own career and performance and seek help or guidance when necessary.



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G6-03-01

CLIENT SERVICE ORIENTATION

- Demonstrate exemplary work ethics, positivity, high motivation, flexibility, and problem-solving skills, critical thinking, and conflict management skills to successfully complete the tasks associated with position.
- Ability to take initiative to solve problems and improve quality and/or workload.
- Demonstrate a sincere willingness to help others and show empathy to achieve mutual understanding.
- Ability to work as part of a team to support and respond to the needs of clients and stakeholders.
- Ability to manage time efficiently, multitask and contribute to achieving client service and stakeholder management standards and objectives related to assigned responsibilities.

G6-04-01

MULTICULTURAL SENSITIVITY AND ADVOCACY

- Ability to work with people from diverse cultural backgrounds and understand their interests, needs and perspectives to prevent or resolve misunderstandings and complaints. ;
- Excellent interpersonal skills and be able to understand cultural differences, especially in West Africa.
- Ability to listen attentively to people's ideas, requests and concerns and to communicate the importance of diversity management in everyday work practices, in accordance with ECOWAS rules and policies.
- Be gender-sensitive and ensure equal participation of both men and women in all areas of working life.
- Ability to factor in diversity when providing services, responding to requests, recognizing preconceived notions and stereotypical views of certain groups and individuals.

G6-05-01

KNOWLEDGE OF ECOWAS

- Basic understanding of the mandates and functions of ECOWAS.
- Be conversant with ECOWAS routine procedures and practices as it relates to assigned responsibilities (e.g. interpretation of regulations,) and work tools (e.g. ICT).
- Ability to apply ECOWAS standards for emailing, writing reports, producing correspondence, etc., as well as keeping records and producing reports and information related to assigned work.
- Ability to explain ECOWAS programmes and projects related to the tasks and demonstrate an understanding of the data used by the department/institution/agency, including knowledge of data location in the system. Ability to identify links between data in the system and how data entries and changes may impact data in other parts of the system.



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G6-06-01

ANALYTICAL AND CRITICAL THINKING

- Excellent numeracy skills with the ability to collect, collate, classify and summarize data in a systematic manner.
- Demonstrated ability to contribute to/ implement new processes or procedures, or modify them, in accordance with instructions and/or best practices (e.g., verification procedures, approval processes, classification procedures, archiving processes).
- Attention to detail, with the ability to identify inconsistencies, errors and concerns, and communicate information clearly and concisely.
- Excellent innovative thinking skills and demonstrate initiative in finding alternative solutions to processing issues such as quality, quantity, and turnaround times.
- Ability to collect, review and arrange information and data in a logical manner.

G6-07-01

COMMUNICATION

- Ability to provide relevant feedback on request and constructively use feedback received from supervisors, colleagues or clients.
- Good command of IT tools with advanced word-processing skills and proficiency in databases (e.g. Access), spreadsheets (e.g. Excel), the internet/intranet, email and social media.
- Ability to relay/redirect or transfer complete and accurate messages to appropriate persons /departments.
- Tact, diplomacy and excellent interpersonal skills.
- Proficiency in information and communication technology (ICT).
- Have a good command (oral and written) of any of the official ECOWAS languages, namely English, French and Portuguese. A working knowledge of any of the other languages would be an advantage.

G6-08-01

PLANNING AND IMPLEMENTATION

- Sound time management skills, with ability to independently develop viable and well-structured work plans for own work, and to follow up on all activities until full implementation.
- Excellent skills in developing action plans, setting work objectives and identifying the steps needed to achieve them.



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- Ability to understand and contribute to team or work unit goals, plans, and activities, as well as collective decision-making processes.
- Ability to define and coordinate daily office functions in accordance with semi-routine administrative practices, such as time management and task organisation over a defined period. ;
- Good concentration and organisational skills to meet deadlines and produce documents accurately and in accordance with office standards and practices.

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.