

JOB AND TASK DESCRIPTION

Job Title: Team Administrator

Division: Health and Education Unit

Grade: L

Reports To: Head of Health and Education Unit

General Information

The Commonwealth Secretariat is the principal intergovernmental body of the Commonwealth, responsible for advancing and achieving the shared goals of the association's 53 member governments in advancing democracy, development and respect for diversity.

The Health & Education Unit under the direct supervision of the Deputy Secretary-General (Social and Economic Development) provides closer focus and attention to situations where Commonwealth nations collectively carry high burdens of poverty-related health diseases. It will also actively address education challenges, including the provision of pre-school education which continue to be constraining factors to the achievement of sustainable development outcomes on health and education in the Commonwealth. Given that the attainment of social development targets such as access to education and health are fundamental human rights, the realization that most member countries are still striving to address the underlying social drivers of health and education disparities as well as weak and non-performing social institutions is the bedrock of the Health & Education Unit's work.

The objective and focus of the Health & Education Unit is to support member states through policy analysis and development, regulatory frameworks and systems for strengthening of policies and bridging gaps between policy formulation and implementation. The work approach will be anchored on in-depth research, social policy analysis, documentation of Commonwealth good practices and models in two sectoral areas - Education and Health.

Job Summary

The postholder is a member of the Health and Education team, managed by the Head of Health and Education Unit and will provide administrative and logistical support across the unit.

Task Description

The post-holder:

- Processes all incoming mail - including email- analyse, interpret and delegate to appropriate parties and initiate action, acquiring any necessary background



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information including research information and draft appropriate responses where necessary.

- Processes invoices for payments on the financial system. Processes and posts on the financial system (CODA) as provided by Unit's Advisers and Head of Unit. Liaises with the Finance Section as required.
- Manages the divisional petty cash and Corporate Cash card in line with financial policies and procedures. Processes acquittals of expenditure for the approval by the Head of Unit.
- Monitors expenditure and attends Budget Holders meetings as delegated by the Head of Unit. Ensures that our records are kept up to date on the system and properly filed. Supports auditing and annual budgeting processes as directed.
- Provides backfill cover to the Young Professional Officers in providing administrative support to the Health and Education sections.
- Administers all logistical arrangements for meetings, workshops and other events convened by the Unit.
- Administer all logistical arrangements for Secretariat and external partners attending conferences and meetings in the UK and overseas. This will involve extensive liaison with senior government officials and other Secretariat divisions to ensure the efficient running of events.
- Assists the Head of Unit on the preparation and documentation for internal governance committees/meetings such as the Strategic Human Resources Committee, the Committee for Corporate Services, Health and Safety Committee and the Board of Governors meetings.
- Assists the Head of Unit to manage their diary commitments, coordinates the Unit's team meetings, leave calendar, sick absence reporting; monitors and orders office stationery supplies, supports onboarding for new team members and drafts routine correspondence for external parties as directed.
- Development and maintenance of the Unit's databases and electronic filing systems to ensure consistent approaches to administrative protocols which will enhance the effectiveness of the Unit.
- Manages the Health and Education Unit's site on ComShare, uploading documents, reviews and refresh page as guided by the Head and based on feedback by team members.
- Be the Unit's representative on the organisation's Health and Safety Committee.
- Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.
- Perform other duties as may be required from time to time.

Person specification

Education:

- A first degree in in any field from nationally recognised institutions.

Desirable:

- A first degree in the fields of Health, Education, Social Policy, Management or Business Administration.

Experience and knowledge:

- At least 3 years' experience of working in an administrative capacity and for a variety of stakeholders.
- Experience of administrating financial payments, monitoring and reporting of expenditure against budgets.
- Experience of drafting routine correspondence, dealing with routine queries from external parties and suppliers.
- Experience of working in cross cultural environments.
- Extensive experience of using technology such as MS Office tools for day to day work including the use of electronic HR systems and other digital platforms.
- Experience of using Excel to produce reports and statistics.
- Experience of working under pressure and to tight deadlines, and deploying a flexible approach to changing priorities and of being self-starting.

Desirable:

- Experience of working within an international organisation.
- Experience working for and reporting to senior level executives/managers.



Competencies

Applicants should be able to demonstrate:

Working with Others

Regularly shares information of value with colleagues

Shows commitment to delivering on key agreements made to colleagues

Makes an effort to view a situation from the other party's perspective as well

Demonstrates awareness and sensitivity to colleagues' pressures

Utilises networks to ensure similar goals are achieved collaboratively

Develops long term relationships across cultures and/or geographical boundaries

Uses relationships to identify the best people to help in the completion of tasks

Tactfully deals with difficult people to gain buy-in and manage their expectations

Communication

Interacts and communicates effectively with internal/external contacts

Ensures information is communicated to all the appropriate people

Provides feedback to more senior colleagues effectively, providing justification where necessary

Uses the correct method of communication, depending on the message and the audience

Anticipates objections in dialogues and prepares convincing responses

Delivers difficult messages with tact and sensitivity

Planning and Analysis

Schedules activities according to deadlines and importance

Liaises with various parties in diverse locations to organise activities

Agrees new timescales when faced with competing activities

Balances a focus on detail with a broader perspective

Effectively interprets inquiries and quickly identifies elements that do and do not fall within their remit, dealing with them appropriately

Developing & Applying Expertise

Takes advantage of opportunities to develop an area of expertise

Takes learning from previous experience and applies them appropriately

Demonstrates willingness to learn new skills and/or approaches

Respect for Diversity



Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Identifies biases in systems & processes

Accountability

Takes ownership of assigned tasks, honours deadlines.

Ensures timely delivery of outputs within defined cost and quality standard parameters.

Adapting and Innovating

Recognises opportunities for improvement and proposes change with impact and effect

Helps others evaluate and strengthen ideas

Quickly grasps new concepts and how to apply them

Demonstrates flexibility e.g. by working beyond own remit in order to achieve an objective inter alia

Will effectively reorganise activities when faced with changing contexts and demands

Welcomes and adapts to new ideas and/or approaches

Adapts personal style to meet the needs of others

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