

JOB AND TASK DESCRIPTION

Job Title: Operations Assistant

Division: Communications

Grade: M

Reports To: Operations Officer

General information

The Commonwealth is a voluntary association of 54 independent and equal sovereign states. Its special strength lies in the combination of its diversity and shared values. The Commonwealth Secretariat in London is the principal intergovernmental organisation of The Commonwealth. It convenes summits and high-level meetings; executes plans agreed by Commonwealth Heads of Government; promotes Commonwealth values and facilitates the work of the Commonwealth family of organisations.

The Communications Division of the Commonwealth Secretariat is responsible for projecting the image of The Commonwealth (and the Secretariat), raising the Commonwealth profile to member governments, the media, specialist groups, young people, and the general public. It does this through various communications means, including proactive media relations and public affairs, online outreach through social media, Commonwealth publications and knowledge management.

Job summary

The Programme Assistant is responsible for providing programme support on a wide range of tasks to enable the division as a whole, to achieve its objectives in programme delivery. S/he may be required to assist in other parts of the division, from time to time.

The Programme Assistant will assist in processing and reconciling payments, organising meetings and events, including logistical arrangements, travel arrangements, contract management for consultants and providing budgetary information. The post holder will be required to respond to queries from across the organisation and stakeholders and will be responsible for maintaining database, records and documentation.

Task description

The Post-holder:

1. Provides administrative support in the planning, execution and implementation of the division programmes;

2. Acts as the initial contact for enquiries from Commonwealth High Commissions, international organisations and the general public on the division's documents and publications;
3. Assist in the preparation of financial data and reports as required, supports the division procedures relating to purchase and expenditure transactions on CODA (in-house financial system) and processes payments;
4. Maintains divisional tracking system for payments;
5. Provides administrative and logistic support to the division in relation to assigned meetings and events in London and overseas as including:
 - preparation and distribution of documentation and materials pertaining to meetings, visitors and staff travel;
 - sourcing of quotes from hotels and other services providers and travel agents for air tickets;
 - preparation of budgets for events; and
 - Liaise with FMIS for cash advances and preparation of acquittals for funds used.
6. Reconciles reimbursements submitted by agencies/partners/consultants on project expenditure.
7. Assists with the distribution of publications, publicity materials and newsletters.
8. Ensures that all records in the division are classified in line with the overall Secretariat classification system;
9. Maintains stationery stores for the Division in good order and ensures that stationery orders and requirements for the division are met.
10. Performs any other duties that may be required from time to time.

Person specification

Education Secondary Qualification to "A" Level or equivalent vocational qualification.

Experience At least three years' experience in administrative duties and familiarity with financial procedures.

Experienced in the use of Microsoft Office, especially Word, Excel, Power Point & Outlook.

Desirable Previous experience in carrying out logistical arrangements.

Competencies:

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.

Working with Others

Works as part of a team to achieve shared objectives

Maintains an open, respectful, and professional approach to others

Works as a team to achieve shared objectives

Uses empathy and cultural awareness to facilitate working relationships

Builds rapport with colleagues

Identifies individuals internally within Commonwealth Secretariat and externally to help achieve own objectives

Maintains an open, respectful, and professional approach to others

Communication

Interacts and communicates effectively with internal/external contacts

Provides feedback to colleagues effectively and in a timely manner

Writes memos, reports and papers that are succinct accounts of key information

Adapting & Innovating

Adapts to changing circumstances and work demands

Shows a willingness to proactively take on new challenges and responsibilities

Quickly grasps new concepts and how to apply them

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

Will effectively reorganise activities when faced with changing contexts and demands

Accountability

Takes ownership of assigned tasks, honours deadlines

Ensures timely delivery of outputs

Adhering to Principles and Values

Adapts professional style to suit different situations with different individuals where appropriate

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

26 February 2020