Administration Assistant (Reception/Archiving)

Job categories	Administration
Vacancy code	VA/2024/B5506/28030
Department/office	AR, MMCO, Myanmar
Duty station	Yangon, Myanmar
Contract type	Local ICA Support
Contract level	LICA-4

Duration

Open-ended, subject to organizational requirements, availability of funds and satisfactory performance

Application period	26-Apr-2024 to 17-May-2024

Applications to vacancies must be received before midnight Copenhagen time (CET) on the closing date of the announcement.

Please note that UNOPS will at no stage of the recruitment process request candidates to make payments of any kind.

Background Information - Myanmar

UNOPS Myanmar is one of UNOPS' leading offces in Asia, acting as fund manager for three of the largest development programmes in the country, namely the Access to Health Fund, the Livelihood and Food Security Fund (LIFT) and the Joint Peace Fund (JPF). In addition, UNOPS is Principal Recipient for the Global Fund in Myanmar and for the Global Fund's regional artemisinin-resistance initiative towards elimination of Malaria, which works to accelerate progress towards malaria elimination in the greater Mekong sub-region. UNOPS provides procurement, infrastructure and project management services to a wide range of organisations in the country, including the Government of Myanmar, international

development partners, other UN agencies, NGOs and INGOs. UNOPS plays a critical role in ensuring that the quality of services provided to its partners meets stringent requirements of speed, efficiency and cost effectiveness.

Background Information - Job-specific

Under the overall supervision of the Head of Support Services and direct supervision of the Administration Senior Assistant, the Administration Assistant (Reception/ Archiving) works closely with the Admin team. S/he provides smooth operation of administrative/logistical/archiving services in terms of quality and accuracy of work completed. Accurate sharing of information and client-oriented approach strengthens the capacity of the office in the provision of administrative/ logistical/ archiving services. In order to provide overall management of administrative services, ensuring high quality of work, timely and properly recorded/documented service delivery, the Administrative Assistant (Reception/ Archiving) promotes a client, quality and results-oriented approach.

Functional Responsibilities

1. **Front office clients service and secretarial support**

2. **Effective mail management and Administrative support**

3. **Archiving of files and documents**

4. **Knowledge Building and knowledge sharing**

1. Contribute to the provision of front office client service and secretarial support focusing on achievement of the following results,

- Managing switchboard and directing call, taking messages, and delivering messages professionally and efficiently to the recipients

- Monitor the working condition of office equipment, ensure day-to-day functioning of telephone switchboard, fax machine, and take necessary action on repairs and replacement.

- Register and receive all visitors, direct to the appropriate host, respond to queries of visitors and provide assistance.

- Coordinate with the Office facility management team to make sure the lobby and reception area are neat and tidy.

Our mission is to help people build better lives and countries achieve peace and sustainable development.

We are proud of our people. The UNOPS family brings together approximately 160 nationalities, represented by over 5,000 UNOPS personnel as well as some 7,800 personnel recruited on behalf on our partners. Spread across 80 countries, our workforce is rich in diversity and culture – with inclusion at its core.

We understand the importance of balancing professional and personal demands and offer several flexible working options.

Explore what we offer here (../../Pages/About/WhatWeOffer.aspx).

- Manage meeting room reservations and ensure facilitator/host needs are met by liaising with the ICT office and facility management team.

- Maintain, issue, track usage and disbursement of office stationery supplies. Prepare the monthly stationary consumption reports and prepare the procurement request for additional stocks as needed.

2. Support the provision of effective mail management and administrative support focusing on achievement of the following results

- Receive and register incoming faxes, letters, deliveries, diplomatic pouch and official correspondence, and distribute them to respective programme/projects/units.

- Register and dispatch outgoing letters, packages and official correspondence. Maintain accurate tracking records.

- Ensures all outgoing faxes are sent and received, recorded and tracked for historic purposes.

- Assist personnel and staff for Business card printing.

- Assist in office records keeping, filing system of Admin Unit to ensure files are properly stored and accessible.

3. Support the provision of physical archiving focusing on achievement of the following results

- Organize information management systems such as files or digital databases

- Monitoring the condition of stored files to prevent deterioration and arranging necessary documentation

- Performing inventory and recordkeeping functions for filling from different projects/ programme/ units.

- Coordinate with the programme/ project focal persons for the disposal of physical files in accordance with UNOPS policies and procedure and/or provision in the project/ contribution agreements

- Contributing to the management of collections by inserting new materials and removing items that have been received from other institutions or disposed of

- Cooperate with focal persons from projects/ programme/ units of the organization In order to help them meet their needs

- Preparation of material for accession into the archive's permanently preserved collection, including formatting documents in folders or boxes and marking them with relevant information

- Follow up on deadlines, commitments made, actions taken and coordination of collection and submission of the reports to the supervisor.

- Participate in and follow instructions of related activities that will ensure completion of archiving projects according to workplan.

- Follow up on deadlines, commitments made, actions taken and coordination of collection and submission of the reports to the head of the unit.

- Compiles information for periodic audits

- Provide backup support to the administrative team in absence of other team members or upon request of the supervisor.

4. Knowledge Building and Knowledge Sharing

- Provide sound contributions to knowledge networks and communities of practice by synthesizing lessons learnt and dissemination of best practices in Administration.

- Contribute feedback, ideas, and internal knowledge about processes and best practices and utilize productively

- Maintain Admin Unit's documentation, records and files, ensuring safekeeping of confidential materials.

- Sort and Categorize Files

- Remove duplicates and finalize each file/case

- Collate all documents to be discarded in accordance with UNOPS file retention policy

Impact of Results
The effective and successful achievement of results by the Administration Assistant (Reception/Archiving) directly affects the overall efficiency of the team's provision of the management of reception area, meeting rooms, telephone switchboard, accurate registry and systematic filing services, impacting the capacity to efficiently and effectively support MMCO operations. Timely and accountable delivery of services ensures client satisfaction and promotes the image and credibility of the Admin Unit and Shared

Services as an effective service provider. This enhances UNOPS' competitive position as a partner of choice in sustainable development and project services in Myanmar.

Education/Experience/Language requirements

Education

- Completion of secondary school is required.

- Bachelor's Degree in Business Administration, Public Administration, or equivalent discipline is desirable. In the absence of a degree, administrative certification is an asset.

Experience

- A minimum of 4 years of administrative/document management/operational experience in procurement, finance and administration, with demonstrated capacity to meet performance indicators, and deliver results is required. Relevant Diploma or Bachelor degree may substitute for some of the required years of experience.

- Some experience in UN system organizations is desirable.

- Ability to work with computers and experience working in Enterprise systems and in Google environment is desirable (G drive, Google Sheets and Google Docs) and database packages

Languages

- Full working knowledge of English and Myanmar language is required.

- Knowledge of another UN official language is an asset

Competencies

Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.

Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. **For people managers only:** Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilizing appropriate leadership styles.

Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).

Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.

Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.

Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.

Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.

Contract type, level and duration

Contract type: Local Individual Contractor Agreement
Contract level: Local ICA Support-4 / LICA-4 / ICS-4
Contract duration: Open-ended, subject to organizational requirements, availability of funds and satisfactory performance.

For more details about the ICA contractual modality, please follow this link:

https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx

This is a local position open for Myanmar Nationals Only.

Additional Information

- Please note that UNOPS does not accept unsolicited resumes.

- Applications received after the closing date will not be considered.

- Please note that only shortlisted candidates will be contacted and advance to the next stage of the selection process, which involves various assessments.

- UNOPS embraces diversity and is committed to equal employment opportunity. Our workforce consists of many diverse nationalities, cultures, languages, races, gender identities, sexual orientations, and abilities. UNOPS seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce.

- Qualified women and candidates from groups which are underrepresented in the UNOPS workforce are encouraged to apply. These include in particular candidates from racialized and/or indigenous groups, members of minority gender identities and sexual orientations, and people with disabilities.

- We would like to ensure all candidates perform at their best during the assessment process. If you are shortlisted and require additional assistance to complete any assessment, including reasonable accommodation, please inform our human resources team when you receive an invitation.

Terms and Conditions

- For staff positions only, UNOPS reserves the right to appoint a candidate at a lower level than the advertised level of the post.

- For retainer contracts, you must complete a few Mandatory Courses (they take around 4 hours to complete) in your own time, before providing services to UNOPS. For more information on a retainer contract here

- All UNOPS personnel are responsible for performing their duties in accordance with the UN Charter and UNOPS Policies and Instructions, as well as other relevant accountability frameworks. In addition, all personnel must demonstrate an understanding of the Sustainable Development Goals (SDGs) in a manner consistent with UN core values and the UN Common Agenda.

- It is the policy of UNOPS to conduct background checks on all potential personnel. Recruitment in UNOPS is contingent on the results of such checks.