

Vacancy Announcement

INGO Forum Myanmar is now seeking a national potential candidate for “Support Services Officer” in Yangon.

Support Services Officer - (1) Post

Duty Station	Yangon, INGO Forum
Report to	Finance and Operations Manager – INGO Forum

Responsibilities

Administration

- Focal of Master Contact List and follow up with members for the contact list changes in coordination with respective program team members and FOM on a weekly basis. Manage the overall contact database and communication platforms that Forum has or will adopt in order to better manage membership information.
- Provide occasional maintenance and updates to the INGO Forum website, if possible
- Preparation of monthly attendance sheet /participant list for various online meetings from 3 different zoom accounts or other platforms, hybrid meetings and physical meetings
- Booking hotel/venue/member office’s meeting room for meeting/training/workshop in country and BKK/Chiang Mai
- Arrange meeting materials, refreshments and logistical arrangements for in-person meetings
- Make sure with the hotel accommodation booking, flight ticket, VISA and transport etc.. for staff and visitors
- Solve the IT related issue with the support of IT experts from DRC and service providers and make sure all the IT equipments are functioning and workable condition
- Be the focal point with the INGOF and our Google Suite Service Provider and all Third-Party Providers (Mail Chimp, Survey Monkey, etc) that do not fall under the DRC IT ecosystem
- Assist Finance and Operations Manager in membership fee collection process
- Prepare and file all supporting documents related to the Administration, HR and Logistics functions’ portfolio.
- Receive, distribute and register faxes, mail, documents and reports.
- Provide secretarial support such as typing, taking minutes, drafting letters, etc.
- Any other tasks assigned by line manager

Logistic

- Ensure that all procurement processes are in accordance with the Logistics Handbook, other DRC policies and meet the donor requirements.
- Provide an anti-corruption, transparent and cost-efficient focus in all processes (e.g., in procurement, asset management etc..).
- Register and/or prepare requisitions, quotations and purchase orders in the system and update status reports in accordance with DRC guidelines.
- Liaise with any suppliers to ensure prompt and accurate delivery of goods, services and equipment.
- Receive supplies and ensure that they are in good condition and accompanied with correct documents.
- Update the vendor list regularly and register the new vendors for the assessment if any.
- Making sure with the simultaneous translation appointment and the payment in coordination with workstream manager and safety team as per DRC guidelines

- Checking the invoice, timesheet and the report for the national consultancy and other services contract.
- Assist in the preparation of the national consultancy contracts and other service contract agreements (Framework of Agreement) as per DRC guideline and keep record of all various contracts.
- Regular update of the tracking sheet of consultant contract/staff contract/other contract and monthly reminder for contract extension.
- Issuance of asset transfer form for office laptop/ Desktop and other computer and laptop accessories to new staff and keep record of inventory movements
- Implement a filing system/archive according to procedures.
- Any other tasks assigned by line manager

Experience and technical competencies:

- A bachelor's degree in a relevant field (international development, social sciences, statistics, etc).
- Minimum 2 years of relevant work experience in non-governmental organizations.
- Understanding of and ability to work with database software, advance excel, ERP system.
- Knowledge of data analysis practices and tools and perform data quality control.
- Good understanding of Core Humanitarian Standards (CHS) and ability to apply accountability and ethical standards in everyday work.
- Good skills in MS Word, Excel, PowerPoint and Office365.
- Ability to think critically and apply critical thinking at work.
- Experience in using information management systems

All DRC roles require the post-holder to master DRC's core competencies :

- **Striving for excellence:** Focusing on reaching results while ensuring efficient processes.
- **Collaborating:** Involving relevant parties and encouraging feedback.
- **Taking the lead:** Taking ownership and initiative while aiming for innovation.
- **Communicating:** Listening and speaking effectively and honestly.
- **Demonstrating integrity:** Upholding and promoting the highest standards of ethical and professional conduct in relation to DRC's values and Code of Conduct, including safeguarding against sexual exploitation, abuse and harassment.

Conditions

Contract: DRC will offer the successful applicant a DRC's Regular contract including 3-month probation period. Renewable depends on both funding and performance. Salary and conditions will be in accordance with DRC's Terms of Employment. The position is in Employment Band H-non-management.

Application and CV

Interested? Click [here](#) to apply. Please send your application, in English, no later than **13th May 2025**. CV only applications will not be considered.

(Applications will be reviewed on a rolling basis, and shortlisted candidates may be contacted for interview/an offer made before the advertised closing date)