
**TERMS OF REFERENCE
(Individual Contractor Agreement)**

Title: [Administrative Assistant]
Project: [Japan/2021/01]
Duty station: [Tokyo, Japan]
Section/Unit: [UNHCR Representation in Japan]
ICA Level: [ICA level – LICA-4]
Duration: **from** [01/02/2021 **to** [31/12/2021]

1. General Background

The Administrative Assistant will provide administrative assistance to the immediate supervisor, and/or to the Unit or Office as a whole to ensure that routine services and activities within the administrative domain are properly implemented. As per specific instructions, the incumbent may require liaising with other internal or external entities, to ensure effective delivery of services and achievement of objectives. The assignments are mostly standard tasks including information exchange among staff in the office, liaising with other staff within the organization, and external parties. It is expected that differing circumstances will require negotiations and explanations. The incumbent's workload and the assignments will remain under constant guidance and direction of the supervisor.

The Administrative Assistant will be part of the Administration Unit of UNHCR Representation in Japan and will support a wide range of finance, administration, ICT and personnel functions. The position will require basic knowledge and understanding of administrative and financial rules and ability to implement them in accordance with internal standard operation procedures. The nature of certain functions require discretion and confidentiality. Assigned tasks shall include purchases, vendor communication and document preparation, payment processes, travel arrangements, management of office equipment/asset/supplies, ICT support, and support to interns. The incumbent will also be expected to support the Sr. Admin Associate and Sr. Admin Assistant in carrying out procurement, finance, personnel and security preparedness related tasks such as document preparation and updates.

2. Purpose and Scope of Assignment

- Maintain hard and electronic office files and records; classify and code material relating to a variety of topics;
- Receive, review, sort and distribute all incoming and outgoing correspondence, office pouch and material, highlight priority items and attach necessary background information. Maintain a follow up system.
- Draft routine correspondence, memoranda and reports. Format more complex documents by using the appropriate technology.
- Provide support in administrative formalities of incoming and outgoing staff and processing of documents in relation to official travels, leaves and movement of staff.
- Maintain office inventory and stocks of office supplies. Monitor the asset management track to ensure all admin procurements and disposal of UNHCR property are done and recorded accurately, including ICT equipment.
- Monitor and maintain the LAN, Network Servers, Routers, Printers, LAN Points, and Switches, Patch panels, Access points, to prevent faults occurring.
- Assist with the installation of the software packages, basic repair/maintenance of computer hardware and telecom equipment.
- Add and remove users from the Networks.

- Issue PO and non-PO vouchers including monthly salaries of UNHCR staff, daily subsistence allowance to staff going on official missions, cost of air-tickets, requisitions of goods and services based on agreements with the suppliers, office running common cost, rental and salary advances, lease agreements of UNHCR offices, etc.
- Ensure financial transactions are processed in line with relevant policies and procedures.
- May regulate and monitor routine provision of services and/or shifts from providers, as and when applicable;
- Monitor office/compound facilities and equipment and in consultation with the supervisor take appropriate action to ensure proper functioning at all time.
- Receive visitors, place and screen telephone calls, respond to routine requests for information and take notes at meetings as and when required.
- Following instructions from the supervisor make logistic and administrative arrangements for seminars, workshops, and briefings that may be required by the office
- Perform other related duties as required.

3. Monitoring and Progress Controls

- Reliable filing of all records both digitally and in paper as required, in the shared folder
- Detailed management of all equipment, mail, services, goods received and able to provide answers and respond to any related queries
- Engage in negotiations as necessary to improve situation, find a solution and ensure compliance with rules
- Excellent drafting of note verbales and formal correspondence
- Able to facilitate and arrive at solutions for any ICT issues that arise and maintain accurate records
- Timely and accurate preparation of vouchers based on an understanding of the requirements and regulations, ensuring accountability
- Ensuring timely and accurate delivery amidst competing priorities

4. Qualifications and Experience

a. Education

Required: Completion of High School Diploma or Bachelor or higher.

Preferred: Business Administration, Finance, Office Management, Human Resources or other related field

b. Work Experience

Minimum one year of relevant experience is required.

Additional years of experience in a similar capacity, particularly in an international organization is desirable.

c. Key Competencies

Required:

Core Competencies:

Accountability

Communication

Organizational Awareness

Teamwork & Collaboration

Commitment to Continuous Learning

*Client & Result Orientation*Cross-Functional Competencies:*Analytical Thinking**Planning and Organizing*

- Basic IT literacy including Microsoft Office and Adobe suites
- Excellent proficiency in English and Japanese, both oral and written, using appropriate language in the particular setting and with particular audience
- Strong organizational and time management skills
- Basic conceptual understanding of accountability, responsibility and authorities in finance and administrative procedures and demonstrated experience in employing them
- Proven capacity to plan, execute and follow through with multiple parties in accordance with rules and regulations and by the deadline, while meeting client and operational needs
- Ability to work as a team
- Willingness to learn and grow

Desirable:

- Proven capacity to handle multiple tasks simultaneously under high pressure circumstances
- Ability to read, understand and apply rules and regulations
- Basic understanding of ICT system and networks
- Attention to detail