



JOB DESCRIPTION

JOB CODE:0099

REVIEW DATE:

JOB TITLE:	General Administration Officer
INSTITUTION	West African Health Organisation
DUTY STATION	Bobo-Dioulasso, Burkina Faso
GRADE	P2/P3
ANNUAL SALARY	US\$ 31,191.47/45,109.22
DIRECTORATE	Administration & Finance
DIVISION	Administration & Human Resources
LINE SUPERVISOR	Administrative, Assets & Risk Officer
SUPERVISING	<ul style="list-style-type: none">• Administrative Assistants• Drivers

ROLE OVERVIEW

Under the supervision of the Administrative, Assets and Risk Officer, the General Administrative Officer shall play a cross-functional role in the overall management and delivery of office support services by ensuring the smooth operation of ongoing administrative functions, including the creation of a conducive work environment, health and safety, Infrastructure, equipment, assets, building and utility (water, electricity, phone, etc.) management, information storing and retrieval systems, etc.

ROLES & RESPONSIBILITIES

- Ensure proper maintenance of office equipment, assets, vehicles, and infrastructure.
- Monitor clients' accounts.
- Ensure that vendors and contractors are paid in a timely manner.
- Update periodically assets register.
- Supervise the housekeeping and maintenance of WAHO building.
- Monitor energy consumption and usage.
- Develop strategies for minimisation of energy and water usage.
- Prepare and follow up on documents relating to shipments/freights, customs clearance, office material or staff transfers, deployment or repatriation.
- Provide information to staff regarding office administrative procedures, processes and practices.
- Manage WAHO office supplies.
- Prepare regular reports in SAP using the Material Management Module (e.g., office supplies and replenishment alerts).
- Ensure that invoices are created in SAP.
- Manage vehicle movement, including scheduling, servicing, logbooks, fuel coupons etc.
- Disseminate information on security issues.
- Ensure the cleanliness of the inner and outer office premises and that it is always manned.
- Lead, supervise and mentor subordinates.
- Perform any other duties as may be assigned by the supervisor.



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REQUIRED QUALIFICATIONS, EXPERIENCE AND SKILLS

Education:

- Bachelor's degree or its equivalent in Public Administration, Business Administration, Political Science or in similar field from a recognized University.

Experience:

- Three (3) years of progressively responsible experience in Business administration, Public Administration and External Relations or in a related position.
- Proven experience of managing materials in SAP or similar software in an international environment or in a similar position.
- Good knowledge of administrative and financial policies and procedures of ECOWAS.
- Knowledge of accepted standards, rules and practices, including those developed within ECOWAS.
- knowledge of conference services and documentation;
- Familiarity with administrative and financial policies and procedures related to conference services and procedures in a governmental or international organization.

ECOWAS KEY COMPETENCIES

LEADERSHIP

- ability to execute tasks, contact colleagues and contribute as needed towards decision-making to ensure tasks are completed in a timely manner;
- ability to respect the chain of command in an appropriate manner;
- ability to guide own work by setting and monitoring goals with strong personal initiative and commitment to ECOWAS;
- ability to model and advocate for compliance, good work ethics, flexibility and persistence to get job done coupled with an ability to influence positive teamwork and cooperation;
- ability to work in teams to carry out semi-routine work including assigning work, training and checking work.

CLIENT SERVICE ORIENTATION

- excellent interpersonal skills to engage with clients in positive exchanges that establishes mutual expectations, and understanding and reduce uncertainties and conflicts;
- ability to keep clients informed on matters of relevance to expectations, establishing “bring forward” systems and introducing other procedures/techniques to ensure that service standards are maintained;
- ability to make decisions based on guidelines, procedures and precedents and maintain confidentiality and discretion with clients;
- good judgement and demonstrated ability to be assertive – rather than passive or aggressive when interacting with clients;
- well-developed problem-solving, critical thinking and conflict resolution skills.

MULTICULTURAL SENSITIVITY AND ADVOCACY

- ability to perceive the moods and feelings of others, and to understand the attitudes, interests, needs, and perspectives of others;



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- well-developed ability to relate well with people from varied backgrounds, open to understanding diverse cultural differences, especially within West Africa;
- ability to listen attentively to people's ideas, requests and concerns and to explain to others the need for diversity management in everyday workplace practices;
- ability and responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work;
- ability to factor in diversity when providing services, responding to requests, recognizing and releasing preconceived notions and stereotypical views of certain groups and individuals.

KNOWLEDGE OF ECOWAS

- basic understanding of the ECOWAS organization mandate and its functions;
- ability to explain the functional area assigned to and the contributions it makes to the organization and its mandate;
- knowledge of ECOWAS semi-routine procedures, processes and practices as it relates to assigned responsibilities and information systems;
- ability to apply ECOWAS standards in emailing, reporting, correspondences, etc. and to contribute to implementing associated changes as directed.

ANALYTICAL AND CRITICAL THINKING

- ability to carefully review and check the accuracy of the information in work reports provided by management, management information systems or other individuals;
- good knowledge of office monitoring indicators of relevance to own work and ability to provide brief reports or updates;
- ability to edit, check, track and review documents prepared by others and reorganize data or information according to instructions using the latest technology;
- efficiently retrieves, inputs, edits, formats, transmits and links electronic file data used for analysis and understands data management operations;
- Ability to condense information and/or produce concise summary notes to help others with decision-making, problem-solving and/or assessment of work.

COMMUNICATION

- demonstrated computer skills to communicate using tools, to write and format documents appropriately for presentation, the web, proposals, reports and other documents;
- ability to proofread, edit and revise documents to ensure they follow standard conventions for punctuation and mechanics and formatted in accordance to ECOWAS communication standards;
- ability to relay/redirect complete and accurate messages to appropriate persons/departments;
- proficiency in information communication technologies(ICT);
- Fluency in oral and written expressions in one of the ECOWAS official languages of the Community (English, French & Portuguese). Knowledge of an additional one will be an added advantage.

PLANNING AND IMPLEMENTATION

- ability to organize information and materials for others, solving minor problems and checking for completeness and compliance to standards and instructions;
- knowledge of techniques to prioritize tasks in fast paced workplace with frequent interruptions and moving deadlines and adaptability/ flexibility to meet work expectations;



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- understanding and adherence to the policies, procedures and guidelines required to support the ECOWAS planning cycle at the individual and organizational level;
- good initiative with an ability to identify what needs to be done and take action in a proactive manner.