



JOB DESCRIPTION

A. About the role

Job Title	Administration Assistant -Front Office
Place of work:	Dar es Salaam, Tanzania
Grade:	C (To be confirmed)
Contract type:	Fixed term
Reports to:	Administration Officer
Direct Report	Office cleaners
Work Relationships	Internal: Heads of Departments, Program Managers, Finance Staff, Executive Coordinator. ALL other WAT staff, WaterAid EA Region, & other Global staff.

External: Service providers, partners, government ministries/ agencies, other institutions, consultants hired in WAT.

B. Job Purpose

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Assistant will mainly ensure effective and efficient planning and management of administrative support function including responsibility for front office and visitor management, logistics, records and information management, documentation, travel, accommodation facilitation and upkeep and management of WAT's property in Dar as Salam.

C. Main Responsibilities and Duties

Front Office support

- Supporting the Front Office to ensure that reception services including telephone calls, letters, e-mail etc are provided in such a professional fashion that visitors are provided with a warm welcome and that their needs are swiftly met.
- Repeat visitors and inform their hosts.
- Receive and respond to telephone and face inquiries, and email inquiries directed to the organization
- Receive, open, correspondences addressed to WAT and channel to relevant Managers and staff for action.

Administration support

- Receive, review, and initiate payment requisition rental, utility bills, subscriptions or other service contracts (photocopier, internet and other machinery servicing contracts) are renewed in a timely manner through maintenance of a holistic Administration work plan and monitoring schedules.
- Support the Administration Officer in disseminating requests for proposal, receiving bids and processing paperwork for the procurement committee.
- Manage and set meeting rooms for various meetings and engagements.
- Supervise office cleaning and maintenance staff and ensure general cleanliness of the office.
- Support the Administration Officer in provision of logistic services including travel arrangements, conference venue bookings, meetings arrangements, purchase and issuance of travel tickets etc.
- Professionally welcome and manages WAT visitors
- Regularly check the appropriate functioning of office equipments, (Extension, photocopiers etc) make recommendations for repair or renewal and supervise maintenance of office equipment. Update intercom list as staff changes occur.
- Support the Administration Officer to take stock of the consumables and ensures availability to allow smooth running of the Office
- Take responsibility for maintaining spare keys to all offices, act as custodian of the stationery and office supplies storage
- Perform basic office support and document processing services such as spiral binding as requested

Other duties

Other duties as may be assigned by Administration Officer and Head of POD

D. Key Competences, Skills, experience, and Knowledge
Qualifications, Knowledge, Skills and Experience

- A Diploma in management, business studies, administration, secretarial studies, or other related field. A Bachelors degree will be an added advantage.
- At least 3 years' experience in office administration, procurement and secretarial and support roles.
- Dependability and ability to maintain the highly confidential nature of administrative and procurement work.
- Sound procurement knowledge and exposure, logistics administration.
- Vey high level of personal and professional integrity and trustworthiness. Proven integrity and character, especially in the stewardship of resources, transparency and accountability.
- Extensive knowledge of office administration and management
- Knowledge of air ticketing, immigration rules, training and workshop venues, office cleanliness, hygiene, gardening and groundkeeping
- Excellent planning and prioritisation skills
- Secretarial and Computer Skills in MS
- Windows, Word, Excel, internet explorer, Outlook Express or Microsoft outlook Competencies
- Excellent communication skills, both written and oral
- Excellent relationship-building skills.
- Competency in WaterAid common approaches to work including partnerships, convening, inclusion, systems strengthening, creating behavioural change, and mainstreaming gender and inclusion of youth.
- Good customer care skills.

Key competencies and Skills (expertise, behavioral competencies)

- Strong relationship building. Building and managing relationships with key stakeholders.
- Commitment to WAT's Values and working style that exhibits our leadership behaviours.
- Planning, Organising, analysis and Reporting
- Good skills in public speaking, documentation and information management.
- Proactivity and practising innovation and change.
- Flexible and adaptable approach to shifting patterns and hours of work, ability to work flexible hours from time to time.
- A 'can-do' attitude and resilient character with the ability to manage expectations
- Team player.
- Inclusive and value for diversity
- Personal Integrity.
- Flexibility.
- Thoroughness.



E. Signatures

Approval		
Approved by:	Date	Signature
Supervisee		
Line Manager/Supervisor		
Head of Department		
People, OD Manager		
Country Director		