ICMPD Job Profile
Administrative Assistant[1]

Functional Overview

The Administrative Assistant (AA) ensures efficient administrative and logistical support within an office, facilitating seamless operations in coordination with the Head of Office (HoO) and Administrative Officer (AO), where applicable. Office maintenance, asset management, contract administration, budget monitoring, and human resource support are handled effectively to optimise functionality. Low-level procurement, payments, financial reporting, and shared service processes are executed accurately, ensuring compliance with ICMPD's regulatory framework. The assistant contributes to the successful organisation of events and activities, collaborating closely with Project and Office teams, regional staff, and external stakeholders to align operational and administrative activities with established procedures. Active participation in administrative management improvement initiatives enhances overall efficiency and service delivery.

Key Results

Overall Administrative Support to the Field/Project Office: Efficient administrative support is provided for functions such as space planning, identifying technology needs, and maintaining equipment, software, and systems. Coordination with support units and internal teams, ensures seamless operations. The HoO is effectively supported in implementing safety and security measures, including premises security, vehicle safety, and employee protection, all in alignment with ICMPD's Security and Safety Policies and Procedures, ensuring a safe and secure working environment.

Office Management Support: Office management activities for the Office are efficiently implemented in alignment with budgets and work plans, ensuring compliance with ICMPD's regulatory framework and procedures. Regular monitoring and updates are conducted to ensure smooth operations, including office meetings, budget allocation, and training activities. As the first point of contact for administrative issues, queries and workflows are promptly addressed and maintained. New staff receive thorough induction and ongoing guidance, including familiarisation with security and safety policies. Proactive contributions to internal coordination activities, such as organising meetings, taking minutes, updating online collaboration spaces, and sharing routine information, support effective communication and operational efficiency.

Operational Administrative and Logistical Support: Administrative support is efficiently provided for key operational processes at the office, including travel, human resources, contracts, procurement, and petty cash management. Mission organisation and meeting coordination for staff, personnel, and participants are expertly handled, including travel and visa arrangements, local transport, and accommodation. The HoO is effectively supported in human resource processes, such as advertising, recruitment, and onboarding of staff, in collaboration with the Human Resources Management (HRM) Unit. Support is provided in contract administration with external contractors by assisting in preparation of Terms of Reference (TORs) and tender

[1] This profile is classified at S/LS2.

dossiers for Framework agreements, to ensuring that processes were carried out smoothly and in compliance with established procedures.

Required Expertise

- Capability to support a broad range of administrative functions in a highly operational environment.
- Capability to gather, analyse, and compile information, identifying critical relationships and patterns among data and propose workable solutions.
- Capability to consider potential changes and propose contingency plans.
- Ability to build good working relations with teams and stakeholders to ensure effective coordination in the assigned area of work.
- Well-developed team working qualities in a diverse and international environment.
- Attention to detail, discretion and ability to work under pressure and within tight timelines.

Qualifications, Experience and Language Skills

- Bachelors or equivalent in a relevant field in addition to completed Secondary Education.
- Relevant working experience is considered commensurate in lieu of degree or equivalent.
- A minimum of 4 years of progressively responsible experience in administrative support, in an international organisation context.
- Experience in supporting the development and implementation of practices and workflows.
- Experience in the report compilation and status reporting activities.
- Good organisational and coordination skills.
- Good communication skills.
- Proficiency in (verbal/written) English, proficiency in the language of the duty station (Arabic and/or French) is an asset.
- Proficiency in the use of standard IT tools, knowledge of SAP is an asset.