

ICMPD Job Profile

ADMINISTRATIVE ASSISTANT¹ - PRS (S2)

Functional overview

Within the Directorate for Policy, Research and Strategy (PRS), the Administrative Assistant provides administrative and operational support and contributes to the smooth administration of relevant PRS programmes and units. Under the supervision of the Head of Policy, the incumbent coordinates assigned tasks and liaises with internal and external counterparts as required for routine administrative matters. The role supports meetings, documentation, logistical arrangements, information flow and follow up actions, ensuring that assigned activities are carried out in line with ICMPD's standard practices, operating procedures and applicable workflows. They also contribute to the improvement of administrative support processes by identifying practical adjustments that help strengthen consistency, timeliness and service quality across supported programmes and units.

Key Results

Overall support to PRS: Effective support provided in the preparation of activities, including the setting up of various meetings, accurate minutes taking, and support in calendar management. Routine correspondence and information prepared, collected and shared. Online collaboration spaces, databases and libraries kept up to date, and Directorate data regularly collected, compiled, and formatted for timely and accurate reports, as well as for work and resource plan updates in coordination with Unit teams. Maintenance of the policy communication and engagement tools and infrastructure, and communication and visibility activities actively supported.

Administrative support: Efficient administrative support is provided for the planning, coordination and implementation of assigned activities, in line with approved budgets, work plans, ICMPD's regulatory framework and established processes and procedures. Calendars, meeting schedules, event information, engagement records and administrative workflows are regularly monitored, maintained and updated to support the smooth administration and timely follow up of activities. Routine queries and requests are responded to systematically, and relevant documentation and records are maintained to support consistency, continuity and service quality across PRS.

Logistical and operational support: Travel arrangements organised in a timely manner including calculations for DSA, visa, travel and hotel arrangements, travel authorisations and claims for project team members meeting/event participants and experts. Cost estimates calculated, including DSA and payment prepared in SAP. Assistance provided in the administration of recruitment and on-boarding schedules and activities. PRS teams supported, as required, with administrative/logistical activities related to the preparation and implementation of arrangements for online or in-person events and meetings, including invitation and registration procedures and documentation, coordination of venues, catering, travel, accommodation, transportation, interpretation and technical support. Contracts with service providers and partners administered in line with ICMPD's rules and procedures, budgets and work plans.

¹ This job profile is classified as S2

Required expertise

- Capacity to handle standard administrative and logistical activities independently, while consulting the supervisor on deviations, sensitive matters or issues outside established procedures.
- Solid organisational and coordination skills, including the ability to prioritise a varied workload, meet deadlines and maintain accuracy across different assigned activities.
- Sound planning skills, with the ability to organise own work in support of agreed priorities, work plans and timelines.
- Aptitude for learning and applying ICMPD's administrative rules, operational procedures and workflows consistently in day-to-day work.
- Capability to support meetings, events, travel and logistical arrangements in a policy focused environment, including arrangements involving senior officials and external guests.
- Effective communication skills, including the ability to work with staff, counterparts and service providers from different nationalities and cultural backgrounds.
- Service oriented approach, with the capacity to maintain constructive working relationships and provide reliable support to internal stakeholders.

Qualifications, experience and language skills

- Bachelor's degree or equivalent in a relevant field. High school diploma or equivalent with two additional years of relevant work experience may be accepted in lieu of the bachelor's degree
- A minimum of 4 years of experience with administrative support, in an international context, including events organisation.
- Good organisational skills.
- Experience in managing conflicting priorities and working within tight deadlines.
- Experience in working in a team environment to achieve common goals.
- Strong command of standard MS-office software and experience in using a SharePoint-based tools, and SAP, is an asset.
- Proficiency in (verbal/written) English. Proficiency in a major EU language is an asset.