



**RECRUITING ONE (1) OFFICE MANAGER**

**TERMS OF REFERENCE**

**June 2020**

## **INTRODUCTION**

The West African Health Organisation (WAHO) is the health institution of the Economic Community of West African States (ECOWAS), with a mandate to ensure the attainment of the highest possible standard and protection of health of the people in the ECOWAS region.

Within the framework of the Regional “Reproductive Health and HIV Prevention Programme in the Economic Community of West African States (ECOWAS)”, WAHO and the German Financial Cooperation (Kreditanstalt für Wiederaufbau/ KfW) have agreed to establish a Regional Financing Mechanism for Reproductive Health Commodities.

The general objective of the Regional Financing Mechanism is to help reduce maternal morbidity and mortality in ECOWAS States. More specifically, the Regional Funding mechanism aims to contribute towards (i) enhancing Reproductive Health (RH) Commodity Security and (ii) meeting the growing demand for Reproductive Health services.

WAHO seeks to recruit a qualified and experienced Office Manager for the smooth and efficient coordination of the relevant office tasks.

## **MAIN PURPOSE OF THE ASSIGNMENT**

The Office Manager will play a vital role in the efficient functioning of the Project Unit by organizing office operations and procedures critical to the daily activities of the **Strategic Partnership & Resource Mobilization**. The Office Manager will keep record of the schedules of all project coordinators, efficiently file documentation, ensure proper communication and correspondence, and retain professional and technical knowledge for the effective functioning of the office. In this regard, he/she must be highly accessible and responsive to requests from internal and external parties.

## **DESCRIPTION OF MAIN DUTIES AND RESPONSIBILITIES**

- Provide administrative support for the efficient operation of the Strategic Partnership & Resource Mobilization unit;
- Coordinate the activities of the Project Unit and delegate tasks and assignments to ensure effective service delivery;
- Provide administrative support for the efficient operation of the Project Unit Office;
- Organise the office operations and procedures efficiently;
- Liaise with other directorates to ensure the smooth operation of the office;
- Arrange appointments and bookings for project coordinators;
- Manage incoming and outgoing correspondence and all documentation;
- Develop and keep an effective and efficient electronic and manual filing system;
- Ensure the security, integrity and confidentiality of information,
- Implement innovative office management techniques to improve operational efficiency;
- Manage inquiries, complaints and visitor reports;
- Provide general support to visitors;
- Perform other duties as may be assigned by the technical assistance expert.

## **REQUIRED QUALIFICATIONS, EXPERIENCE AND SKILLS**

- Bachelor’s Degree or equivalent in Administration or related field, awarded by a recognised institution;
- 6 years of progressive experience in Office Management, Personal Assistant Role or Secretarial;

- Knowledge of relevant computer software and Enterprise Content Management (ECM) filing systems, as well as procedures, guidelines and processes related to preparation and use of administrative documents and templates.
- Must be proficient in two of the three official ECOWAS languages.

### **ECOWAS CORE COMPETENCIES**

- Able to provide suggestions based on his/her own observations that will enhance the way the work is done and guide their implementation as requested;
- Proven experience of practical work as a team member and mentor;
- Able to work under pressure and achieve reliable results;
- Able to take responsibility for one's own career and performance and engage regularly and independently in self-assessment activities;
- Able to develop and maintain the skills and expertise required to perform this role effectively;
- Able to solve routine problems and make recommendations to improve the quality/quantity of services to clients;
- Able to efficiently manage time and meet service standards and targets related to assigned responsibilities;
- Understand how to access internal resources or services to enhance cultural awareness and actively seek to improve multicultural skills when interacting with others from different cultural and linguistic backgrounds;
- Have basic understanding of the mandates and functions of ECOWAS organisations, particularly those of his/her own institution/agency;
- Be conversant with ECOWAS procedures and current practices with regard to the responsibilities and working tools assigned to him/her;
- Able to work creatively with established procedures with a view to improving performance and/or results;
- Able to detect and correct errors and keep accurate records;
- Able to organise routine tasks, identify solutions to deal with conflicting priorities, new or evolving tasks;
- Able to provide accurate and comprehensive information to supervisor/co-workers/clients, at their request, using judgment, tact and diplomacy;
- Able to develop work objectives and identify the steps necessary to achieve these objectives;
- Have mastery of Information and Communication Technology (ICT);
- Able to develop work objectives and identify the steps necessary to achieve these objectives;
- Able to understand and contribute to the objectives of the team or work unit as directed by the supervisor;
- Able to work within well-established office practices and balance multiple tasks within specified time frames;
- Excellent work ethic, a positive mind-set, motivation, flexibility and problem solving skills to carry out the tasks associated with the position;
- A strong desire to help others in a variety of circumstances related to one's own area of work and to refer to the appropriate person for further assistance if required;
- Able to work as a team to articulate client needs.

### **DURATION, DUTY STATION AND NATURE OF APPOINTMENT**

This is a WAHO consultant and donor-funded position. The appointment will be for one (1) year subject to initial three (3) months' probation. The contract may be renewed subject to the availability of project funds. The incumbent shall enjoy an attractive consolidated remuneration. The Office Manager will be based at WAHO Headquarters in Bobo-Dioulasso, BURKINA FASO, but may travel in the ECOWAS region as required.

Consultants interested in this advert are invited to express their interest. They should provide information showing that they have the required qualifications and relevant experience to perform the services (**Cover letter indicating the position applied for, detailed Curriculum Vitae - including description of past similar assignments, and experience - and copies of supporting documents**).

The consultant will be selected in accordance with the procedures for the selection of individual consultants set out in the ECOWAS Procurement Code.

Further information may be obtained from the WAHO resource person at the address below:

Mrs. Nanlop Ogbureke

E-mail: [nogbureke@prj.wahooas.org](mailto:nogbureke@prj.wahooas.org)

Qualified female candidates are strongly encouraged to apply.

Interested and qualified individual Consultants should express their interest by submitting their detailed application by email to the address below:

**West African Health Organisation**

**01 BP 153 Bobo-Dioulasso 01**

**BURKINA FASO**

**Email:** [wahooas-tenders@ecowas.int](mailto:wahooas-tenders@ecowas.int)

The subject of the email must indicate the position for which you are applying. The deadline for receipt of applications is **9 July 2020 at 12:00 hours GMT**.

WAHO or KFW shall not bear any costs or expenses incurred by the individual Consultant in connection with the preparation or submission of the EOI.