

Global Alliance for Improved Nutrition

Job title:	Office Manager		
Classification:	D3 – Associate	Direct reports:	1 - 5
Work location	Maputo, Mozambique	Travel required:	Limited

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the UN in 2002 to tackle the human suffering caused by malnutrition. Working with both governments and businesses, we aim to transform food systems so that they deliver more nutritious food for all people. In particular, we aim to make healthier food choices more desirable, more available, and more affordable. GAIN's mission is to advance nutrition outcomes by improving consumption of nutritious and safe food for all people, especially the most vulnerable to malnutrition.

DESCRIPTION
<p>Overall purpose</p> <p>The Officer Manager will provide effective and efficient support to the Country and Deputy Country Directors (CD & DCD) to ensure smooth operational delivery. This includes administrative, logistical and information management assistance to the CD and DCD.</p> <p>Tasks and responsibilities include but not limited to performing a variety of administrative and clerical tasks simultaneously, providing support to our employees, assisting in daily office needs and implementing the general administrative activities in the office.</p>
<p>Tasks and responsibilities</p> <p>PA to the Country Director and Deputy Country Director</p> <ul style="list-style-type: none"> • Manage, coordinate and maintain calendars of the CD and the DCD including appointments, meetings and travel. • Responsible for organising of internal and external meetings on behalf of the CD and DCD ensuring all necessary requirements are made e.g. meeting venue, equipment, presentations, prepare agendas. • Provide executive and administrative support to CD and the DCD. • Responsible for organising CD travel and logistics including flights, visa requirements, hotel accommodation, car rental, meeting schedules while travelling and completing expenses. • Monitor and respond to incoming communications (including complaints) to the CD and DCD office including phone calls, emails and walk ins, ensuring correct department distribution. • Secretarial support for meetings as and when required by the CD and the DCD, including drafting and circulating meeting agendas, preparing minutes, communicating meeting reminders, confirming venues and arranging refreshments. Writing and distributing comprehensive minutes and action points to all members post meeting. • Communicating important updates and information to the Mozambique office as required by the CD and DCD. • Structure the Mozambique office calendar of events, in coordination with the comms team. • Responsible for managing the CD and DCD's daily schedule in line with their daily requirements. <p>Administrative duties – Office management</p> <ul style="list-style-type: none"> • Line Manage the Office Assistant and Maputo office driver.

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- Under the supervision of the DCD, and jointly with the HR officer, responsible for ensuring the smooth orientation of new employees; including ensuring, desk, IT access and equipment is ready,
- Supporting the DCD in managing the office health, safety and security:
- Manage the office environment, overseeing general maintenance of the office with the support of the Office Assistant.
- Manage applicable budget lines, including office expenses, supplies, stationery and entertainment.
- Provide front desk reception support, assist with routine office functions, and maintain files.
- Handle all in-coming telephone calls, distribute and route mail and to appropriate staff for action, information, or follow up.
- Provide ongoing operational and logistical support including secretarial support to the Mozambique office and programs.
- Interface with vendors, printers, consultants, and others as necessary.
- Coordinate travel arrangements e.g. airfare ticketing, hotel reservations for CD and DCD.
- Support travel logistics for visitors and consultants.
- Keep track of office supplies and assist in ordering new supplies and other office needs.
- Assist with office space and equipment maintenance and repairs as needed.
- Support the creation, updating and maintenance of a filing system for project reports, briefs, brochures, and other project related documents for quick reference and easy accessibility.
- Assist in logistics and procurement needs.
- Other duties as assigned.

Key organisational relationships

- Reports to the Deputy Country Director.
- Close working relationship with the Country Director, Deputy Country Director and Project Management Officer.
- Will liaise regularly with visitors, vendors and suppliers.

JOB REQUIREMENTS

Competencies

- Excellent time management skills and ability to prioritize work;
- Strong communication skills are essential.
- Attention to detail and problem-solving skills;
- Strong organisation skills with ability to multi-task;
- Ability to organise and prioritise a heavy volume of tasks.
- Ability to work effectively with diverse international teams
- Knowledge of office management systems and procedures;
- Working knowledge of equipment, printers and copy machines;
- Proficiency in MS Office (MS Excel and MS Power point, particularly);
- Proficiency on writing and verbal communication skills both in English and Portuguese;

Experience

- Demonstrable experience of working in an office environment.
- Experience in logistics, administration or office management
- Previous experience as an Executive or Administrative Assistant.

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<ul style="list-style-type: none"> • Previous experience with a non-for-profit/international entity is preferred • Experience working effectively with diverse international team.
<p>Education</p> <ul style="list-style-type: none"> • High School degree, additional qualification as an Administrative Assistant or Secretary such as certificate/Diploma in Business Administration or and Bachelors in Business Administration will be considered;
<p>Other requirements</p> <ul style="list-style-type: none"> • Business English, written and verbal is essential • Fluency in Portuguese is a must.

WHAT GAIN OFFERS
<ul style="list-style-type: none"> • Flexible working hours • Friendly working environment • Professional development opportunities

February 2020