



CARE INTERNATIONAL IN UGANDA

CAREER OPPORTUNITY

About CARE International

CARE is a global leader within a worldwide movement dedicated to ending poverty. We are known everywhere for our unshakeable commitment to the dignity of people. CARE works around the globe to save lives, defeat poverty and achieve social justice. We seek a world of hope, tolerance and social justice, where poverty has been overcome and all people live with dignity and security. We put women and girls in the centre because we know that we cannot overcome poverty until all people have equal rights and opportunities. CARE has been working in Uganda for 50 years and in 2019/2020, we improved the lives of 2.6 million people (60% women). Our goal for the next five years is to reach ten million people, through our gender transformative, resilience building, and lifesaving programs.

As part of the on-going reorganisation at CARE Uganda, the organisation has undertaken a review of its program-support function and is seeking to recruit highly competent professionals with a passion to support the most vulnerable women and girls. If you are Ugandan, and you believe in gender empowerment, as well as integrity, innovation and excellence at work, please consider joining a winning team in any of the jobs below. We seek to recruit Ugandan professionals who are passionate about gender transformation, building resilience and empowering women and girls to join this noble fight against poverty and injustice by filling up the following position:

1.General Support Officer, 1 Position, Location: Kampala

Job Summary

The primary responsibility of this position is to efficiently and effectively support the CARE Uganda Country office administration function through cordial, timely, effective internal and external communication (including front office management) and work as an Executive Assistant (MA) to Senior Management.

The holder will also be expected to use initiative in problem solving and help out in human resources and project activities when requested to do so.

Application Procedure:

Candidates who are interested in the above job should submit an updated CV and Application letter giving a day time telephone contact and names, telephone contacts and email addresses of 3 (three) work related referees only through our recruitment email:(ugarecruitment@care.org)clearly indicating the **job title in the email subject**. CVs will be received until **17th July, 2020**. For any questions please call our office on 0312258100/150

CARE IS AN EQUAL OPPORTUNITIES, GENDER SENSITIVE, CORRUPTION, SEXUAL EXPLOITATION AND ABUSE INTOLERANT EMPLOYER. Please Note that CARE International in Uganda does not ask any applicant payment for any recruitment process

N.B: Refer to the Job description below for more details about the job

Name of Job incumbent	
Job Position Title	General Support Officer
Grade	TBC
Step	TBD
Program (IG) or Program Support	Program Support
Program Initiative Assigned To or the Department/Unit	Human Resources
Date Employed	
Posting / Location	
Immediate Supervisor's Job Title	Human Resources Manager
Status of the Job Description	<input checked="" type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> No change
Date submitted to HR Unit	June 2020

CARE INTERNATIONAL IN UGANDA

JOB DESCRIPTION-GENERAL SUPPORT OFFICER

I) Job Summary:

The primary responsibility of this position is to efficiently and effectively support the CARE Uganda Country office administration function through cordial, timely, effective internal and external communication (including front office management) and work as an Executive Assistant (MA) to Senior Management.

The holder will also be expected to use initiative in problem solving and help out inhuman resources and project activities when requested to do so.

The position reports to Human Resources Manager. S/he collaborates closely with SMT and other CO staff.

II) Key Responsibilities and Tasks

Responsibility 1: General Administrative Support

- Administrative support to the CD and SMT
- Work very closely with the CD to ease the administrative workload
- Gather, analyse and report relevant data and provide input for CD & SMT action
- Receive and answer phone calls and emails, and draft correspondences,
- Create requisitions and setup vendors in PeopleSoft as and when required.
- Photocopying, scanning and binding documents when required.
- Initiate and follow-up on repairs needed with external service providers to ensure work is done and there is value for money
- Prepare PeopleSoft goods received notes for goods and services ensuring that they are delivered according to specifications (correct recipient, location, time, appropriate packaging etc.
- Reconciling purchase orders with goods received; quickly addressing any problems or concerns and referring them to appropriate staff.
- Ensure transit stores are well managed and items handed to users in a timely manner.
- Monitor kitchen consumables and Stationery levels on a monthly basis, and request replenishments based on recorded usage.

Responsibility 2: Meetings and Events Management

- Organize and co-ordinate meetings (e.g. workshops, events) for CO team, take care of housekeeping affairs, take and distribute minutes on time.
- Organise and manage appointments of the CD and liaise with Operations/Programs to facilitate planning and implementation of activities.
- Assist in the coordination and compilation of monthly and quarterly staff and team planning and provide the link between the various CO departments as needed.
- Maintenance of the Country Director's diary and engagements.

Responsibility 3: Communications and Office Management

- Ensure timely communication of key internal and external communication in liaison with SMT and Communications Officer.
- Ensure usage of up to date communication templates in liaison with Communications Officer.
- Receive and dispatch incoming calls/e-mails and make outgoing calls/emails and give answers to basic questions, based on the communication guidelines, CARE house style and agreements in place.
- Support content development for external communications.

Responsibility 4: Logistics Support

- Make travel arrangement for CO Team members
- Front office management, attending to visitors and overseeing CO opening/closure
- Support the CO vehicle fleet allocation
- Provide basic ICT support
- Arrange the CO procurements and receive delivered good, based on the authorization, guidelines and with the approval of the Operations Coordinator
- Supervise general CARE Uganda Headquarter Office set up in areas of cleanliness, safe access by staff and visitors; organize provisions for meetings held at Headquarter Office and general kitchen operations.
- On request create, requisitions in people soft as and when required and prepare goods receipt notes and enter vendors as per PeopleSoft procurement requirements.
- Develop and regularly maintain an updated Country office contact list to include telephone numbers, email and places of residence. Maintain updated mobile internet and CUG schedules ensuring timely renewal and payment of bills.
- Regularly update the Communications tree as well as the contact list on the online Bulk sms platform
- Supervise replenishment and usage of Admin& HR Unit stationery, routine kitchen operation and other materials for the Country Office

Responsibility 5: HR Administration

- Maintain an attendance register for the head office,
- Support the various recruitment processes like downloading CV & long listing, administering written interviews, inviting candidates and sending out regret emails
- Ensure staff have entered monthly CO PAR bookings with in the specified time
- Manage the rest/ safe area for lactating, pregnant mothers and any staff that might need to utilise rest in case there is no lactating mother
- Support the HR officer in orientation processes of new staff and deployment
- Work with the HR Officer to organise events and staff end year meeting and seminars

**Job Responsibility #4: Promote Gender Equity and Diversity and Safeguarding practices
All the time**

- Practice a behaviour that is consistent with CARE's core values, and promotion of gender equity and diversity goals;
- Plays a champion/change agent role in identifying and implementing initiatives that enhance CARE's commitment to gender and diversity.

- Be a champion /change agent and ensure CARE Safeguarding policies and procedures are adhered to by our partners and the staff that S/he works with both directly or indirectly
- Where possible make appropriate recommendations to CO management on enhancing prevention strategies. This could include collecting and analysing information on actual/potential risk factors for vulnerability to sexual harassment, exploitation and abuse and elaborating measures to address them

Job Responsibility #5: Perform *Other Duties as Assigned (including)*

- Perform other duties as assigned by supervisor.

I) Competencies

Excellence: Sets high standards of performance for self and/or others; successfully completes assignments; sets standards of excellence rather than having standards imposed; ensures interactions and transactions are ethical and convey integrity.

Integrity: Maintains social, ethical, and organizational norms; firmly adheres to codes of conduct and ethical principles inherent to CARE.

Communicating with Impact: Diplomatically, logically and clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the recipient / audience and helps them understand and retain their message.

Facilitating Change: Supports and manages the change process at CARE Uganda by developing a culture affirmative of change; encouraging others to seek and act upon opportunities for different and innovative approaches to addressing problems and opportunities; critically analyzing evolving and fluid situations; facilitating the implementation and acceptance of change within the workplace; actively engaging with resistance to change.

Strengthening Partnership: Identifying and utilizing opportunities within and outside of CARE Uganda to develop effective strategic relationships between one's area and other areas/departments/units or external organizations to achieve CARE's objectives.

Management Excellence: Makes the connection between values and performance. Influences the performance of others, and ultimately, the performance of the organization. Sets direction, coaches & develops, promotes staff wellness & safety, practices & promotes compliance, models gender equity & diversity, communicates effectively.

Developing Teams: Using appropriate methods and a flexible interpersonal style to help build a cohesive team; facilitates the completion of team goals.

Diversity - Promoting, valuing, respecting and fully benefiting from each individual's unique qualities, background, race, culture, age, gender, disability, values, lifestyle, perspectives or interests; creating and maintaining a work environment that promotes diversity.

Adaptability- Expected to well adjust with the country, the CO operating environment and with the Project team to function effectively and efficiently

Coaching - Ability to demonstrate to enhance skills and capacity of staff working in the field and office for them continue to serve CARE in the future program activities

Qualifications (Know-How)

Required:

Ideal candidate should be able to resolve problematic situations efficiently and have excellent communication (written and verbal) and organizational skills with strong knowledge of computer technology and general office equipment. He /She should have a very high degree of confidentiality, an essential requirement for the Executive Assistant role.

Education/Training

Required

- A university degree in Business Administration, Communications, Public Relations, Human resource, or in any other relevant field from a recognized university;

Experience

Required

- Minimum 3 years of experience in a similarly related position.

Desired

- Experience working in international NGO is desired;
- Experience and exposure working in a fast moving and dynamic environment will be an added advantage
- A qualification in secretarial studies will be an added advantage
- Experience working with both Programs and program support teams

Technical Skills

Required:

- Knowledge of Logistics and Administration management
- Proven ability to achieve and maintain a compliant organizational culture by partnering to provide practical standards of compliance that can be implemented and adhered to;
- An approach to mirror our core values: commitment, accountability, respect, effectiveness and diversity;
- Ability to work and communicate with a range of stakeholders
- Operational experience including planning, development and implementation of operational activities;
- Proficient in Computer with knowledge in Microsoft Office Suite, Internet usage;
- Excellent written and oral communication skills, with a fluent writing style and good knowledge and Practical use of English; high quality document and report preparation; excellent presentation skills.
- Firm belief in teamwork, gender equality, sensitivity to HIV/AIDS, conceptual understanding of participatory approach and sustainable development.
- Demonstrated ability to plan and perform in a complex environment
- Ability to produce high quality work and balance competing priorities within demanding timeframes
- Excellent planning, organizational, analytical and decision making skills;
- A high learning Agility and culturally sensitive
- Great people skills and high level of interpersonal skills with an open attitude to work
- Strong business, including strong problem solving skills, critical thinking, and self-initiative
- High level of integrity at work and strong people management skills.
- Organised person with a client-orientation, dynamic public relations and discretion
- Ability to work independently with minimal supervision from the supervisor.

VI. FREEDOM TO ACT

A) General Accountability

The incumbent's decisions are contributory in terms of maintaining organizational policies and procedures.

VII. CONTACTS/KEY RELATIONSHIPS.

- The incumbent is expected to work in close collaboration with the Operations Coordinator, SMT members Office assistants in various locations, FOOs Program and program support staff, Sub office managers or leads Vendors, Visitors, sub grantees. Critical link between the administration and the program teams

VIII) Working Location.

The position is based in Kampala.

IX) Expected percentage of time travelling

Travel to other parts of the country is estimated at less than 10% of work time for this position.