

**CARE Uganda**  
**Job Description**

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<b>Job Title:</b>	<b>Office Assistant</b>
<b>Program:</b>	<b>Humanitarian Program</b>
<b>Location:</b>	<b>TBC</b>
<b>Grade:</b>	<b>B</b>
<b>Step:</b>	<b>5</b>
<b>Supervisor:</b>	<b>Emergency Response Manager</b>

**Overall summary of post:**

The Office Assistant is responsible for managing the Office and providing high quality operational, logistical, programmatic and administrative support to the different project teams and CARE partners. The purpose of this position is to ensure that there is efficiency and effectiveness in the administration services function through cordial, timely, effective internal and external communication.

**Specific responsibilities and tasks:**

**Responsibility 1: Provide administrative support to the respective office ensuring that it is provided in an effective and efficient manner**

- Checking PO Box regularly
- Receive, sort and distribute incoming correspondences
- Delivery mails as and when required to do so
- Ensure transit stores are well managed making sure work is done according to the set procedures
- Photocopying & scanning documents as needed
- Monitor consumable levels and request for replenishments in time
- Proactively ensuring that goods and assets are delivered according to specification (correct recipient, location, time, appropriate packaging/in-transit care etc); linking in to the existing transport plan wherever possible to ensure cost effectiveness

**Responsibility 2: Manage the front desk and switchboard, scheduling and making appointments for visitors and staff.**

- Receive, announce and direct visitors to respective staff in a courteous manner. As requested, make appointments
- Receive incoming calls, place official outgoing calls, maintain updated directories and maintain complete telephone logs for outgoing calls
- Reconcile telephone bills of all office outgoing calls within 3 days of receipt and distribute the costs to the different projects/units
- Prepare disbursement requests for approval within 7 days with total telephone bill amount and receivables from specific projects/units and individual employees
- Keep the reception area in an orderly manner-including updated reading materials, clean and organized arrangement and easy access of visitors to CARE intended staff
- Prepare, track and file transmittals and waybills for outgoing mail
- Dispatch Field Office weekly pouch mail, receive and dispatch Office communication and provide follow up in case of missing mail through courier
- Coordinate and facilitate project communication-written, telephone, emails and internet
- Receive, deliver and when necessary respond to all communication for the Field Office by supporting the compilation and dissemination of correspondences, reports, communications

and other project materials to project partners, government counterparts and implementing partners

**Responsibility 3: Manage the Petty Cash process ensuring that all accountabilities are accurate and that all documentation and practices are conducted in line with CARE Uganda's guidelines.**

- Represent CARE as the bank agent for CARE's Field office bank account with the recognised organisation bank and ensure the activities are well executed
- Issue cheques to the vendors and pays allowances to workshop participants when required
- Receive requisition forms and checking to ensure that appropriate authorisations have been obtained and procedures followed
- Make petty cash payments against accurately completed petty Cash Vouchers with consideration of account distribution, amounts and approvals.
- Maintain and monitor an accurate reconciled petty Cash Ledger on a daily basis and balance daily transactions via the spreadsheet.
- Submit petty cash ledgers, vouchers and disbursement request to the CARE HQ Finance Department for review and approval and processing
- Request petty cash replenishment as and when there is a minimum balance and observe that there is no shortage of money in the till box at all times
- Disbursement of petty cash according to CARE's procedures; taking corrective action in case of non-compliance and reporting any problems to the Emergency Response Manager
- Ensure cash counts are conducted and duly signed with a "verifier" as per policy

**Responsibility 4: Monitor the health and safety services provided at the Field Office**

- Ensure locking and unlocking of office building at the start and end of the day, and that keys are stored safely
- Work with cleaners so that they do not inadvertently damage any organisation property during cleaning/guarding (for instance not wetting electrical items; treating fragile items with care)
- Continuously guiding the Security guards to follow security policies and procedures ( Field Office only)
- Regularly check perimeters at offices to ensure security (ensuring repair of any damage to fences and gates, regularly checking for overhanging branches and ensuring swift removal etc)

**Responsibility 5: Participate in and provide ongoing procurement and logistical support to the Field Office**

- Liaise with relevant unit heads and the Administration Officer at HQ for efficient logistical coordination of-travel itineraries, hotel & flight bookings, confirmation with hotels for staff and clients
- Solicit and store supply of stationery and other office supplies for the office, workshops and special events for the sub-office
- Supervise replenishment and usage of Admin Unit stationery, routine kitchen operation and other materials for the Field Office
- Supervise general CARE Uganda Field Office set up in areas of cleanliness, safe access by staff and visitors; organize provisions for meetings held at the office and general kitchen operations
- Initiate and follow-up on office repairs needed with external service providers to ensure that work is done and there is value for money
- Proactively ensuring that goods and assets are delivered according to specification (correct recipient, location, time, appropriate packaging/in-transit care etc); linking in to the existing transport plan wherever possible to ensure cost effectiveness

**Responsibility 6: Maintain a project documentation filing system that captures project implementation information**

- Provide secretarial support to the Program unit and to projects' related to workshops, meetings or seminars, including production, dissemination and documentation of the workshop reports
- Produce, update, disseminate, share and or receive documents, briefs, brochures and reports as requested, maintain copies for the projects on file and share copies as required with Consultants, CUHQ, partners, and CARE related visitors as requested
- Prepare all projects related reading materials in advance for new staff as per the orientation schedule
- Develop and maintain the filing system of the existing projects and open new files for the new projects. File all project documents for easy accessibility and institutional memory (updating both electronic and hard copy files)
- Follow-up activities in the monthly country office co-calendar of events to all project managers and staff for proper planning
- Support the staff in the compilation of PIR (Project implementation reports) by photocopying, binding and distribution to various stakeholders
- Establish a system for information sharing and monitor sub-office resource centre
- Manage the shared filing system (both electronic and paper based) of both project records and library/resource centre for quick references, accessibility and institutional memory
- Create and file new and upcoming information and updates staff at the sub-office of information updates at the resource centre. Update the shared drive and informs staff on this.

**Relationships and Collaboration:**

The routine function of the Office Assistant is supervised by the Administration Officer. The role is responsible for maintaining excellent relationship and communication with staff & project partners, Local government structures, other peer INGOs and CUHQ. The OA directly supervises the Cook and will directly coordinate with the Administration Officer at Field sub office to manage office relations, workflow and communications.

**Authority**

The mandate of this role is to support the Field Office in accordance to the rules and guidelines of CARE Uganda

**Working conditions:**

The position is based in the Field-Office, with minimum field travel as may be required.

**Educational Qualifications**

Advanced Certificate in Education (UACE) with two principal passes with a Diploma in Business studies.

**Job Related Experience and Knowledge:**

- At least 2 year of office experience or experience in a similar role
- Proficiency in the operation and use of office tools/ equipment; and an understanding of internal work processes, protocols and procedures.
- Ability to learn quickly and adopt to changing requirements in a work environment
- Good communication skills, fluency in spoken English and local languages for the region required
- Good customer care and self-presentation
- Dependability and attention to detail (verbal, written, telephone)

**Required Competencies**

- Integrity & Results
- Customer Focus
- Drive for Results
- Learning on the fly
- Cross cultural Sensitivity
- Cross Cultural Agility
- Business Acumen
- Negotiating
- Committed to CARE's values

**Job Holder's Name & Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor's Name & Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_