**AGA KHAN FOUNDATION**

**(Bangladesh)**

**Job Description**

**JOB TITLE:** Office Assistant / Secretary

**OFFICE:** Dhaka

**MAIN PURPOSE OF JOB:**

The main purpose of the job is to provide efficient and effective administrative and office management support to the Bangladesh office. This position reports to the Project Coordinator as the main supervisor and to the Head of Finance as the secondary supervisor.

**CANDIDATE SPECIFICATION: PROFILE, EXPERIENCE AND SKILLS**

**Candidate Profile**

* Level of Education: Bachelor degree required; Master’s degree preferred.
* Years of experience: Minimum three years working in an office environment
* Excellent communications skills, including written, in English and Bangla
* Experience in organizing and managing logistics for large events/functions and dealing with vendors
* Knowledge of basic business accounting and finance
* Demonstrated knowledge of how an efficient organization and office functions

**Individual Competencies**

* Self-driven and competent enough to complete tasks with limited supervision
* Results-oriented to achieve goals within the specified timeline
* Flexible and positive outlook with a clear focus on high quality outputs and business improvement
* Able to communicate effectively, including with senior stakeholders
* Demonstrated initiative and good judgment
* Ability to work effectively as part of a team, encouraging harmony, respect and cooperation
* Excellent communications skills, both written and oral, in English and Bangla
* Strong interpersonal, networking and negotiating skills, with the ability to nurture effective working relationships and maintain confidentiality
* Highly organized; able to work to strict deadlines; able to multitask
* Excellent computer skills, including Microsoft packages (e.g. Word, Excel, Outlook and PowerPoint); internet; email; internal software; printing; scanning; database backups; social media; etc.

**KEY RESPONSIBILITIES AND DUTIES**

**Office Management**

1. Responsible for the efficient running of the office on a day-to-day basis, including:
2. Receiving and routing all office visitors and incoming calls.
3. Reading and routing incoming and outgoing correspondence as necessary.
4. Ensuring that all equipment (including electronic items) are in working order and materials and supplies are available as necessary.
5. Liaising with the building manager and other counterparts to ensure that all services (e.g., utilities, back-up generator, security) are received as required and to resolve any day-to-day challenges.
6. Informing the Project Coordinator of any major issues or challenges and following his/her instructions for resolution.
7. Overseeing the work of any contracted service providers (e.g., cleaner, electricians, plumbers, etc.) and ensuring satisfactory work.

**Administrative and Secretarial Support**

1. Responsible for providing administrative and secretarial support services to the office, including:
   1. Drafting documents and forms as necessary, including letters, contracts, purchase orders, etc.
   2. Following instructions on getting signatures and routing documents and forms.
   3. Filing all hard and soft copy documents in an organized, safe and secure manner.
   4. Protecting operations by keeping information confidential.
   5. Representing the office as necessary, including communicating with others within and outside the office, including at the senior-most levels of the organization.
2. Ensuring computer back-ups on a monthly basis and keeping external hard drives secure.
3. Organizing travel logistics and developing itineraries for guests.
4. Providing support to the Project Coordinator/Head of Finance to ensure that HR, safeguarding, security and other relevant policies are appropriately implemented.
5. Ensuring that cheques are distributed and received appropriately.
6. Ensuring that monthly bills (e.g., mobile phone, utilities, etc.) are paid as required.
7. Accurately updating the asset register at required intervals.
8. Scheduling meetings and making meeting arrangements as required.
9. Sourcing vendors or keeping lists of reliable vendors and getting quotes as required.
10. Keeping stock registers as required.
11. Ensuring all important original documents are filed securely in the safe.
12. Keeping all databases of stakeholders up-to-date.
13. Assisting the Head of Finance by providing relevant information for regulatory filings.
14. Assisting the Project Coordinator and Head of Finance in liaising with government offices or undertaking government work as necessary.
15. Provide support services to the National Committee, including:
    1. Organizing National Committee meeting venues and documentation.
    2. Filing soft and hard copies of signed meeting minutes and register of attendance.
    3. Undertaking research or special projects as required, under the guidance of the Project Coordinator.

**Event Management**

1. Work closely with the Project Coordinator to organize high-profile external events, including:
2. Undertaking background research as required on the substance of the issue being addressed.
3. Developing a draft budget for the event and sharing with the Project Coordinator and Head of Finance.
4. Developing invitations and programs.
5. Developing guest lists, sending invitations and managing RSVPs.
6. Organizing logistics, including venue, decorations and flowers, multimedia and sound, communications materials, food/refreshments, presentations, gifts, photographer, etc.
7. Organizing travel for any external speakers.
8. Following internal processes in procurement as per approved budget and payments.
9. Coordinating with Ismaili community volunteers as required.
10. Assisting with post-event clean-up or coordination as required.

**International Scholarship Process**

1. Administer the International Scholarship Process in Bangladesh, including:
2. Receiving and understanding the instructions for the ISP process from the ISP Office.
3. Providing requested information on the scholarship process to prospective candidates.
4. Distributing and receiving pre-application and application forms and ensuring that these are complete and accurate, and received by the deadline.
5. Communicating with applicants on the status of their forms.
6. Administering the logistics for the interview process.
7. Providing support to the Project Coordinator to fill out any required documentation.
8. Uploading all documentation for the recommended candidate(s) to the ISP Office.
9. Communicating with the ISP office on any issues.
10. Other relevant tasks as assigned by supervisor(s).