



Role profile

Basic information	
Job title	Support Staff
Department	International
Location	Dhaka, Bangladesh
Reports to (<i>Job Title</i>)	Administrator
Matrix manager if applicable (<i>Job Title</i>)	N/A
Direct reports (Number or Not applicable)	Not Applicable
Overall people management responsibility (Number or Not applicable)	Not Applicable
Matrix management responsibility (Number or Not applicable)	Not Applicable
Budgetary responsibility (Amount or Not applicable)	Not Applicable
Child protection clearance required (If applicable, Standard/Enhanced)	Not required
Expected travel per annum	No travel
On call/unsocial hours	No

Role definition
<p>Role purpose</p> <p>To maintain a clean, hygienic and safe work environment of the office. To ensure that the office and kitchen is cleaned following Christian Aid/ Bangladesh policies and procedures and any country legislative procedures in regard to hygiene, health and safety. The person is also expected to do clerical duties and purchasing of office sundries and kitchen supplies and toiletries.</p>
<p>Role context</p> <p>The role works within the Facilities role family. The role works within an office environment ensuring a clean, hygienic and safe workplace. The person is expected to take care of the guest in terms of welcoming, providing tea, coffee, snacks.</p>
<p>Key outcomes</p> <ol style="list-style-type: none"> Office cleanliness and hygiene maintained to a high standard. Duties carried out in accordance with local legislative and Christian Aid / Bangladesh Policies and procedures which refer to hygiene, health and safety. Cleaning products purchased within agreed budget set by manager (may not apply to all roles) and appropriately stored to ensure a safe environment.

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| <ol style="list-style-type: none"> 4. Entertain the guest with tea, coffee and snacks 5. Basic office filing, scanning and printing work 6. Act as a messenger , as well as office assistant , so it is a core responsibility of support staff , to carry & collect official letter to NGOAB, local administration as well as banking corresponding 7. Ad-hoc reception, filing and office support duties conducted efficiently and effectively as required and drinks and catering provided for visitors. (These duties may not apply to all roles depending on location and other roles in office). |
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Role requirements	
Relationships	
(Key relationships, frequency of contact, purpose of contact (liaison/influencing/negotiating etc.) __	
External	The role-holder will have slight contact with visitors in-country.
Internal	The role is managed by the Administrator.
Decision making	
To decide on the appropriate cleaning products to purchase. To decide on the kitchen items for the team and the guests.	
Analytical skills	
N/A	
Developing self and others	
(The extent to which the job holder is responsible for their own work, for influencing and/or directing the work of others, acting in an advisory/specialist capacity)	
n/a	

Person specification
Applied skills/knowledge and expertise
(Extent/type of knowledge, skills and experience required, extent to which a source of expertise to others. Maybe a professional qualification but may be skills and knowledge gained through experience)
Essential
SSC/ Eight Pass level of education in any discipline. Aptitude for basic manual and possibly clerical work. Pleasing personality
Desirable
Previous experience of office maintenance Previous experience of entertaining the guests
IT competency required
Basic

Competency profile

LEVEL 1: You are expected to be able to:

Build partnerships

- Work in a reliable, helpful and cooperative way with all colleagues and provide help to others without needing to be asked.
- Willingly participate in team work and contribute ideas, including those that may be beyond your own or your team's role.
- Keep others informed about what is going on in your own work area.
- Treat everyone with courteousness, dignity and respect, accepting that people are different and have different views.
- Act and behave consistently with what you say.

Communicate effectively

- Communicate clearly and concisely, verbally and in writing.
- Pass on a clear message or information promptly and accurately.
- Ask additional questions to clarify when needed.
- Explain things simply and in a different way if someone appears not to have understood.
- Be aware of how your actions and words impact on others and adapt if necessary.

Steward resources

- Use resources economically, whether these are Christian Aid resources or wider environmental resources.
- Recognise that time is a resource and take responsibility for managing your time effectively.

Deliver results

- Agree your work plan, keep track of your own progress and keep others informed.
- Check the quality of your own work and deliver to expectations.
- Seek clarification and support from your manager when needed and to ensure appropriate sign-off.
- Respond promptly to the requests of others, seeking guidance on priorities and workload when needed.
- Consider the consequences of your actions, including the impact on your work and colleagues.
- Take personal responsibility for your actions.

Realise potential

- Question and ask for information and advice to address your own knowledge and skills gaps in order to learn.
- Regularly ask for and act on feedback on own performance.
- Assist others by showing how to complete tasks.
- Demonstrate concern for the wellbeing of others.
- Act and behave consistently in line with Christian Aid's values.

Strive for improvement

- Demonstrate openness to change.
- Respond quickly and helpfully to new initiatives.
- Find ways to make improvements in your work.
- Show initiative when faced with problems.
- Willingly share knowledge and information that may help others.

Further details of specific tasks and duties will be agreed with the line manager as part of the performance agreement. Any reasonable duty may be assigned that is consistent with the nature of the job and its level of responsibility.

This role profile is not prescriptive; it merely outlines the key behaviours the role-holder requires to be successful in the role; the key behaviours and responsibilities are subject to change. Any changes will be made in consultation with the role-holder.

You will be expected to abide by the Code of Conduct, policies and procedures within Christian Aid which may be updated from time to time.

You must be in sympathy with the aims, beliefs and values of Christian Aid as it seeks to work on relief, development and advocacy for poverty eradication.