ROLE PROFILE

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| Title | Admin & Procurement Specialist | | |
| Functional Area | Finance, Operations and Systems | | |
| Grade | C2 | | |
| Reports to | Admin & Operations Manager | | |
| Matrix Reports to | N/A | | |
| Direct Reports | 5-7 (Drives, Cleaners, Office assistant \_CXB and Ukhia, Security Guards | | |
| Functional Link | Country Office, Programme teams, Finance, Technical Teams, Communication and Campaign, P&C | | |
| Working With | Deputy Director- Rohingya Response & Nexus, Program teams, Technical Team, Technical Staff, Vendors, Partners, Cleaners, Drives, Security Guard | | |
| Location | Ukhia or Cox’s Bazar | Travel required: | Ukhia and Cox’s Bazar, At least 50% |
| Effective Date | January 2025 | | |

Plan International PURPOSE

Plan International is an independent development and humanitarian organization that advances children’s rights and equality for girls. Plan International envisages a world in which all children and young people realize their full potential, a vision now shared by the 193 Heads of State and Government who adopted the 2030 Agenda for Sustainable Development in September 2015.

We believe in the power and potential of every child. This is often suppressed by poverty, violence, exclusion and discrimination. Its girls who are most affected. Plan International’s new Global Strategy aims to transform the lives of 100 million girls by implementing an integrated programme and influence approach.

In Bangladesh, we have set our vision for 2030 as, ‘We will partner to empower girls and young women, to be heard, to live without fear of violence and to achieve their rights’. We have started the new country strategy in July 2020 aiming to achieve this exciting and ambitious vision. This would require the organization to have an effective, efficient and committed workforce willing to challenge the prevailing status-quo, engaging men, women, boys, youth people, specially girls and bringing best out of all to create synergy for movement at all levels – from community to national, and beyond.

role PURPOSE

The Administration Specialist will oversee and provide efficient administrative and office support services for the Cox’s Bazar Project Office with frequent visits to the Ukhiya Project Office. This role will ensure a compliant and productive work environment in line with organizational policies and standards. Key responsibilities include managing the CXB office facilities, supervising security guards and cleaners, overseeing office supplies, coordinating procurement under Long-Term Agreements, managing vehicles both Plan owned and Rent A Car Vehicle, Assets and equipment management, as well as overseeing warehouse and inventory management. Additionally, the role will involve managing property leases, service contracts, and drafting Partnership Agreements/MOUs per agreed terms between parties.

Dimensions of the Role

* The Administration Specialist will support the Cox’s Bazar Project Office by consolidating the annual budget for daily operations and maintenance across the office’s, programs and projects. While budget oversight is a key responsibility, this position does not carry delegated expenditure authority.
* He will manage a team including the Office Assistant, Cleaners and Security Guards ensuring effective delivery of administrative services.
* Internal communication will primarily involve collaboration with department heads, program and project managers, and other offices, focusing on logistical and administrative needs for daily operations, meetings, and workshops.
* External communications are mostly with vendors, suppliers, consultants and partner organization focal related to general logistics/administrative services, workshops and meetings within and outside venues.
* The incumbent will identify and mitigate operational risks, as well as overseeing the maintenance, cleanliness, and security of the Cox’s Bazar office premises, including the canteen, day-care and security, in compliance with global, local and donor standards and compliance. This also includes assets and equipment for CXB & Ukhiya office.
* The position holder will support to support timely and efficient procurement, logistics, and administrative support for emergency response operations, adhering to humanitarian standards and organizational policies as required.
* The role requires coordination and collaboration with Country Offices and the Ukhiya project office across relevant functional areas. He/she may represent Plan International Bangladesh in logistics, office management forums and partner organization meetings as directed by the supervisor.
* Contribute to reduce carbon emission and to establish green office
* The position holder will uphold Plan’s value-based leadership guided by feminist principles. The position holder will lead by example, practicing the values in terms of operational management, working with partners, leading team and also working with external stakeholders as well as building an inclusive workplace culture.

Accountabilities

**Office Maintenance, Management, and General Logistics Support**

* Regularly assess energy consumption across office equipment such as air conditioning units, lights, fans, printers, photocopiers, and generators, implementing strategies to enhance energy efficiency and promote a sustainable office environment.
* Manage cleaning staff to ensure the office remains hygienic, oversee security personnel to maintain a safe environment, and implement a robust monitoring system to uphold high standards of cleanliness, security, and facility maintenance throughout office spaces.
* Collaborate with all staff and Ukhiya offices to efficiently manage meeting room reservations, ensuring their availability and proper setup for all meetings. Coordinate with the office assistant to oversee and ensure smooth operations.
* Ensure all air tickets are booked according to specified requests and coordinate with relevant teams to confirm travel details and schedules.
* Oversee day-care operations to ensure smooth management, address all day-care needs, and monitor caregiver responsibilities to maintain quality care and safety.
* Oversee daily staff travel arrangements and ensure efficient management of resources within the office.
* Monitor and ensure the security of the office premises and the smooth operation of utilities in Ukhiya and Cox’s Bazar offices in collaboration with the Security Focal. Support for promoting green initiatives and promote digitalizing process and minimize paper less operations.
* Ensure a continuous supply of office consumables and utilities, managing recurring services related to office and warehouse maintenance.

**Support for Administrative Planning, Process, Coordination and Reporting**

* Collaborate effectively with the program team, procurement Specialist, Finance team, P&C team, country office teams, and field offices to provide comprehensive administrative support to meet programmatic and operational requirements
* Assist the program team by addressing diverse administrative needs and ensuring timely delivery of support services and act as a liaison between departments to resolve administrative issues effectively.
* Collaborate with the CXB finance team during budget preparations, consolidating administrative needs to ensure accurate and thorough financial planning.
* Contribute to process improvement particularly in digital transformation to enhance administrative function, promote paperless operations and reduce carbon emissions in alignment with sustainability objectives.
* Maintain accurate documentation and reporting to support administrative and operational transparency.

**Procurement activities in time for smooth implementation of programme requirement**

* Manage day to day procurement of goods and service for program and operation activities under **single quotation** by ensuring compliance to Plan International policies and procedures as well as donor compliances. such as preparing RFQ, obtaining quotations, selecting the best quote, preparing Purchase Order and facilitating relevant reviews and get approvals.
* Ensure procurement for day to day office needs such as: Canteen item, Cleaning item, stationary item etc. for smooth functioning of office.
* Liaise with Program team in the preparation of procurement plan, purchase request to understand that clear requirements. Ensure that requestor give details specification of goods/services to be further processed.
* Collaborate with the program team to manage procurement activities under Long-Term Agreements, including accommodation bookings, meeting venue arrangements, food and snacks orders, and stationery procurement.
* Meeting with suppliers to obtain product or service information such as price, availability of goods /service and delivery schedule. Also obtain estimate value of goods and service through multiple
* Close follow-up with finance team to ensure supplier payment and fund request are submitted timely.
* Efficient Petty Cash Management: Oversee petty cash reimbursements by submitting organized summary sheets to finance, facilitating prompt and accurate processing.

**Assist for assets & supplies management**

* Manage the organization’s Master Asset Database, coordinating with CXB & Ukhiya project offices to ensure proper maintenance and timely updates in accordance with organizational policies and Operations Manual guidelines.
* Ensure that inventory practices adhere to the operations manual, maintaining precise records and effectively monitoring stock levels to prevent shortages or overstock situations.
* Maintain comprehensive records of fixed assets as per the Operations Manual, coordinating necessary maintenance with external service providers to ensure asset longevity.
* Continuously update tracking systems to ensure precise monitoring of asset information, enabling efficient retrieval and management.
* Ensure that all assets are properly documented, maintaining accurate and comprehensive records for accountability and auditing purposes.

**Prepare lease agreements, LTA and MOUs**

* Prepare and oversee service contracts for significant outsourced services and maintenance work for the country office, ensuring compliance with organizational standards.
* Conduct field visits to field offices and project sites to ensure quality administrative support for effective project implementation.
* Work with project teams to evaluate existing administrative procedures and standardize internal controls, enhancing processes and procedures.
* Ensure all relevant documents, such as lease agreements, service agreement, vendor contracts, and utility payment receipts, are properly archived and readily accessible for reference.

**Vehicle Management Responsibilities**

* Manage day-to-day vehicle operations, update BRTA paper of PLAN owned VHL, ensuring a safe, cost-effective, and efficient vehicle pool to facilitate local staff movements.
* Ensure that drivers and relevant staff receive thorough training on vehicle use and maintenance standards, promoting safety and compliance with organizational policies.
* Confirm that rental vehicle agreements are established, ensuring vehicles are hired and operated according to organizational standards.
* Oversee regular maintenance of Plan-owned vehicles, ensuring that all maintenance activities are properly documented and tracked.
* Supervise vehicle usage, including maintaining logbooks, monitoring vehicle trackers, and analyzing fuel consumption reports to optimize operational efficiency.
* Regularly update vehicle tracking tools, such as **TrackPoint**, to maintain accurate records of vehicle movements and ensure monthly / Quarterly reporting.

**Warehouse Management**

* Implement and maintain warehouse management procedures, tools, and formats to effectively track stock and ensure efficient warehouse operations.
* Generate project-specific stock reports promptly, reviewing and sharing these reports with both internal and external stakeholders as required.
* Conduct regular physical verifications of stock at scheduled intervals, ensuring that reports are generated and properly archived for accountability.
* Oversee stock disposal processes in compliance with organizational and donor procedures, ensuring that accurate records are maintained throughout the disposal process.

**Safeguarding Children and Young People and Gender Equality and Inclusion**

Ensures that Plan International’s global policies for Safeguarding Children and Young People and Gender Equality and Inclusion are fully embedded in accordance with the principles and requirements of the policy including relevant Implementation Standards and Guidelines as applicable to their area of responsibility. This includes, but is not limited to, ensuring staff and associates are aware of and understand their responsibilities under these policies and Plan International’s Code of Conduct (CoC), their relevance to their area of work, and that concerns are reported and managed in accordance with the appropriate procedures

Key relationships

**Internal:**

* Deputy Director- Rohingya Response & Nexusfor developing annual and other periodic L&P plan based on the DIP/POP of approved projects and for major procurements at partner level.
* Finance Manager-Rohingya Response and team members: For improving the work process to ensure timely processing of payments to vendors, suppliers; to source support to the L&P team to remain
* IT Manager and team: for trouble shooting of the corporate and local admin software that are used; capacity building of admin team on these areas; coordinating system improvement and digitization of the admin work.
* CO and Other office staff: to evaluate standards and coordinate client satisfaction surveys of services provided by log and admin team

**External:**

* Govt. authorities including customs for importation of materials per requirement of programme/ projects
* Vendors, suppliers, Office/ Warehouse landlords, importer, transport agencies etc. for clarifying Plan’s requirement, orientation on organizational policies and procedure, follow up of delivery of goods and serveries as per purchase order, agreement etc.

Technical expertise, skills and knowledge

**Essential**

* Master’s Degree, preferably in Management or MBA or similar relevant work experience. Minimum Five years’ experience in similar role in an INGO.
* Excellent knowledge and understanding on the operating context in Bangladesh, relevant govt. policies related to general admin/ office support services.
* Proven knowledge of computerized systems and demonstrable experience of working with computerized logistics packages and spreadsheets.
* Ability to develop close working relationships with internal and external stakeholders.
* Proven analytical skills in isolating priorities and tackling them, ability to analyse data, qualitative indicators and reported issues to determine key risks, adverse trends and take appropriate corrective measures.
* Respect client’s needs and satisfactions, being solution focused; knowledge and understanding of customer satisfaction of services from the department, ability to review processes towards improvement.
* Demonstrates knowledge about gender and development, and demonstrated understanding on development and emergency programs implementation.
* Bengali and English oral and written communication skills, including reporting writing.
* Ability and skills to managing staff at work and their training & development; strive high performance and driving performance forward in areas for which they are responsible.
* Ability to facilitate negotiations with different service providers, consultants and partner
* Willingness to work for and on behalf of the organization at the time of disaster within Plan working area or outside.

**Desirable**

* Skills related to training and capacity building in the area of general services/ office support services/ asset management / Vehicle Management would be an advantage
* Experience of working in ERP based systems and environment.
* Experience of working in large scale/fast moving emergency responses would be an advantage

Plan International’s Values in Practice

**We are open and accountable**

We create a climate of trust inside and outside the organisation by being open, honest and transparent. We hold ourselves and others to account for the decisions we make and for our impact on others, while doing what we say we will do.

**We strive for lasting impact**

We strive to achieve significant and lasting impact on the lives of children and young people, and to secure equality for girls. We challenge ourselves to be bold, courageous, responsive, focused and innovative.

**We work well together**

We succeed by working effectively with others, inside and outside the organisation, including our sponsors and donors. We actively support our colleagues, helping them to achieve their goals. We come together to create and implement solutions in our teams, across Plan International, with children, girls, young people, communities and our partners.

**We are inclusive and empowering**

We respect all people, appreciate differences and challenge inequality in our programmes and our workplace. We support children, girls and young people to increase their confidence and to change their own lives. We empower our staff to give their best and develop their potential.

Physical Environment

Based at the Project office in Cox’s Bazar with frequent visits to field locations, meeting/workshop/event venues, premises, buildings, offices for future rental by Plan including partner organizations (30% to 40%); general working environment which is context appropriate.

Level of contact with children

Mid contact: Occasional interaction with children