

JOB PROFILE

Job Title: Administrator

A. Scope of the Role

This post can range from a relatively junior position to a somewhat more senior position depending on the scope the job is given by an organisation. It links between headquarters and the mission for all administrative matters.

The job function has a supporting role and forms a point of reference to comply with all policies, procedures, legal and regulatory requirements for a mission. The support to the programmes normally includes administrative and office support activities such as HR, budget management and financial records, field office data registration and reporting to senior management, archiving, obtaining authorisation, and audit preparation.

The administrator works closely with Legal, Operations, Finance, Internal Audit and other departments to ensure communication of issues and requirements related to field office registrations.

B. Connected Roles

Managed by	Operational Managers such as HR Manager, Finance Manager, Fundraising Manager, Grants Manager, Logistics Manager They may also report to another senior manager such as Project Manager, Field Coordinator, Coordinator, Supervisor, Line Manager, Head of Mission, Country Representative, Director.
Managing	There are usually no line reports although there may be a small team of assistants, often nationally recruited staff.
Variations	This role usually has a supporting focus in the administration of HR, Finance, Logistics and general management in a Field Office, Regional Office or at HQ: HR Administrator, Logistics Administrator, Grants and Budget Administrator, Team Administrator, Base Administrator.

C. Skills and Competencies

The administrator will be competent at level 5 of the HAQF, working towards level 6 in some areas. This includes knowledge and understanding of challenges in humanitarian aid provision, high impact solutions, their limits and what policies and procedures constitute high quality humanitarian assistance.

Relevant level 5 and 6 characteristics from the HAQF profiles include:

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| Humanitarian Competencies | <ul style="list-style-type: none"> ▪ Humanitarian commitment: maintains high ethical standards and displays a fair and sincere attitude to all people, while behaving consistently across situations in words and in actions; ▪ Context analysis and reflection: relies on relevant information to adapt to unpredictable changes in the humanitarian contexts and acts upon it accordingly; ▪ Coping and safety: Ability to adapt behaviour to the safety needs of the situation by appropriately reassessing the priority of objectives, adjusting procedures, searching for creative and flexible solutions and learning from problems and difficulties for the future; ▪ Leadership: identifies the extent and impact of their tasks and the need for support without needing intensive supervision; ▪ Collaborative relationships: promotes effective collaborative relationships among peers and team members and stakeholders in insecure, multicultural, complex settings; ability to communicate clearly while adapting language to the other party's position, interests and needs; ▪ Service to crisis-affected people: in pursuit of the humanitarian objectives of one's job, perseveres to ensure a successful implementation under unpredictable circumstances, responding in accordance with policies and procedures and searching creatively for the best solution. |
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C. Skills and Competencies cont.

Functional Competencies

An Administrator requires functional competencies in the following areas:

- Project management particularly focused on the prioritisation of tasks and efficient use of time, and administrative policies and guidelines
- Resource management particularly in the management of technical, administrative and financial resources
- Information management including data management, processing and storage
- Communication including interpersonal and intercultural skills
- Capacity building focused particularly on building the skills of national staff
- Administration including attention to detail and accuracy, and application of organisational policies, procedures and work methods.

Thematic Competencies

Administrators can have a focus on an operational or programmatic area such as HR, Logistics, Finance & Accounting, Grants, WASH, Health etc. They may require a basic knowledge of key issues across a range of thematic areas.

D. Qualifications and Experience

Previous Experience

Relevant work experience in administration or programme support service. This may range from 1-3 years. Experience in the usage of computers and office software packages (MS Word, Excel, calendar management etc.), web-based management systems. Basic project management skills.

Qualifications

The function requires at least level 5 or 6 (for example, a professional certificate or Bachelor's degree) with relevant work experience. Some roles require a level 7 qualification (for example, a Master's degree or vocation qualification) in related fields such as Business Administration, Economics, Finance, Accounting, HR, Logistics, Public Administration, Political Science, Social Sciences. Strong experience may substitute for formal education.

E. Contextual or Organisational Specific Requirements

Specific organisations or contexts might require additional competencies or experience which may include:

- *Organisation specific knowledge and experience*
- *Organisational value set*
- *Languages*
- *Country specific knowledge.*

F. Additional Skills or Requirements

Some roles may have additional skills or requirements listed which may include:

- *IT and computer skills are an essential requirement*
- *Ability and willingness to travel is sometimes required for this post.*