

JOB PROFILE

Job Title: Assistant

A. Scope of the Role

An Assistant usually provides a general supporting role to a specific job function. They may support an Officer, a Manager or Senior Manager or a team.

The Assistant has a varied role that includes organising meetings, processing expenses, making travel arrangements and supporting the Manager and Officer to implement the project or programme and ensuring activities run smoothly. The responsibility level of the role is usually limited.

The post is often based in Field Offices as well as Regional Offices and Headquarters.

B. Connected Roles

Managed by Most likely to report to a Project Officer but they may report to a more senior post such as a Manager or Coordinator.

Managing Usually no reportees involved.

Variations This role usually has a supporting/assisting function and may support:

- A manager: Executive Assistant, Project Manager Administrative Assistant
- An activity or team: Programme Assistant, Programme Team Assistant, Technical Site Assistant
- A thematic area: Logistics Assistant, Finance Assistant, Livelihoods Assistant, WASH Assistant, Cash and Market Assistant.

C. Skills and Competencies

The assistant will preferably be competent at level 4 of the HAQF, and may begin to demonstrate competencies at level 5 as they become ready to take on more responsibility.

Relevant level 4 and 5 characteristics from the HAQF profiles include:

- Humanitarian Competencies**
- Humanitarian commitment: Carries out routine activities in accordance with humanitarian principles and standards in relatively predictable humanitarian contexts and organises work under supervision following organisation's objectives and management guidelines in accordance with organisational, social and moral values;
 - Context analysis & reflection: A comprehensive range of cognitive and practical skills for structuring and ordering data into relevant information, analysing stakeholders and breaking down a problematic situation to its essential parts required to solve problems in the field of humanitarian action;
 - Coping and safety: Works in stressful situations and exercises self-control. Communicates potentially dangerous situations to the line manager in order to consult about vulnerability consequences and follows given guidelines;
 - Leadership: Ability to organise one's own work in accordance with the organisation's objectives and management guidelines;
 - Collaborative relationships: Works effectively in multicultural environments, develops good working relationships with colleagues and stakeholders, gives assistance when asked and takes responsibility for tasks in the team;
 - 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.

C. Skills and Competencies cont.

Functional Competencies	<p>An Assistant requires functional competencies in the following areas:</p> <ul style="list-style-type: none"> ▪ Project management in the specific areas of organisational skills, project implementation and prioritisation of tasks and efficient use of time ▪ Stakeholder management with a particular focus on community mobilisation ▪ Information management including data management and processing and analysis of data ▪ Communication including interpersonal and intercultural skills ▪ Administration including attention to detail and accuracy.
Thematic Competencies	<p>An assistant can have a thematic focus on and may require a basic knowledge of key issues across a range of technical areas.</p>

D. Qualifications and Experience

Previous Experience	<p>0-3 years' work experience in an administrative role. Although previous work experience is often not essential, a first experience of 1 to 2 years with the activities (HR, Finance, Logistics, specific themes) in a similar organisation is considered an asset.</p>
Qualifications	<p>The assistant role normally requires previous education around level 5, but there is a broad range. A minimum qualification from secondary education is required or it is not defined. If the post is assisting a more senior post, a university degree may be additionally required (a diploma or a Bachelor's degree), or a professional/ vocational/ technical qualification in a relevant field may be required. Professional experience may substitute for specific qualifications.</p>

E. Contextual or Organisational Specific Requirements

<p><i>Specific organisations or contexts might require additional competencies or experience which may include:</i></p>
<ul style="list-style-type: none"> ▪ <i>Organisation specific knowledge and experience</i> ▪ <i>Organisational value set</i> ▪ <i>Languages</i> ▪ <i>Country specific knowledge.</i>

F. Additional Skills or Requirements

<p><i>Some roles may have additional skills or requirements listed which may include:</i></p>
<ul style="list-style-type: none"> ▪ <i>IT and computer skills are usually an essential requirement</i> ▪ <i>Ability and willingness to travel is essential for this post</i> ▪ <i>Driving license may be required.</i>