

MAURITIUS FAMILY PLANNING AND WELFARE ASSOCIATION

JOB DESCRIPTION

Job Title	:	Management Support Officer
Department/Section	:	Executive Director's Office
Reports To	:	Executive Director
Responsible For	:	Messenger/Drivers, Auxiliary Workers and Security Guards

Purpose of the Job

To assist in the smooth running of the office and give to the Executive Director

- Efficient and responsible secretarial service so as to enable him/her do his/her job efficiently
- Administrative assistance in the running of the Human Resources Function processes
- Assistance in the other departments clinic/programme/finance as and when required

RESPONSIBILITIES

1 Managing and Controlling the Registry

- a) Take charge of the day to day management of confidential correspondence, communication and documentation by ensuring that all files (containing letters, reports, plans, programmes and other documents) are properly classified and kept in the Registry
- b) Ensure that the HR Administrative processes are conducted in line with the Association's approved policies and procedures
- c) Ensure up to date personnel records management
- d) Maintain records on staff performance management processes and timely and reliable outputs
- e) Monitor and follow up circulation of files and retrieve references for easy access
- f) Process incoming and outgoing mails through proper recording filing systems
- g) Follow-up the different programmes run by the Association in order to bring up files for timely action and to give information as and when required
- h) Verify and check attendance of all staff and report any discrepancies
- i) Keep custody of personnel and confidential files and ensure confidentiality of files / memos/ reports etc
- j) Open confidential mail, classify in appropriate files, remit directly to appropriate staff

- k) Draft or produce general as well as confidential matter (letters, minutes, memos, reports etc)

2 Answer and make telephone calls

- a) Screen incoming calls and put through incoming calls; and make outgoing calls to the Executive Director and any other higher officer
- b) Schedule appointments for the Executive Director

3 Prepare for Meetings and Events

Prepare venues, dossiers and files and any other documentation prior to meetings and committees

- a) Attend managing Committee and other meetings as and when required, take notes and prepare draft minutes
- b) Organize and supervise all the necessary logistics (air tickets, hotel accommodations, welcome at the airport, etc) when guests from abroad are invited to attend seminars or to visit the Association
- c) Provide logistic support to volunteers /staff on mission

4 Offer other services such as operating the switchboard, providing reception service and operating the telefax , photocopying machines as and when required

5 Manage and Supervise Drivers/Messengers/Cleaners

- a) Manage the performance of Drivers/Messengers/Cleaners and other central support staff through planning organizing and monitoring their activities as well as checking attendance
- b) Sign requisitions for the filling up of vehicles and record mileage, gasoline usage: arrange for regular servicing of vehicles, and carry out spot checks of vehicles and other controls and report
- c) Organize transportation and prepare weekly programs for transport: and then monitor and control implementation
- d) Obtain on Mondays Mileage Sheets for every past week from Drivers, and countercheck justifications against the approved programs of work
- e) Assist the Programme Section as and when required

7 Perform such other cognate duties as and when required

REQUIRED QUALIFICATIONS AND COMPETENCIES

Educational Qualifications

- Candidates should hold a Cambridge School certificate with credit in at least five subjects including English Language, French and Mathematics or Principles of Accounts.
- A Cambridge Higher School Certificate or passes in at least two subjects obtained on one certificate at the General Certificate of Education “ Advanced Level”

Experience and competencies:

- At least 2 years experience in a similar position
- Good communication and interpersonal skills
- Having a general knowledge of national and international issues

- Computer literate
- Excellent interpersonal skills and personal networking abilities
- Good time management and organisation abilities
- Computer and other office equipment user skills
- Good coordination skills

Salary: Rs 18,925 - Rs 37,450

LEVEL OF AUTHORITY

- The choice of appropriate prioritization of actions needing the Executive Director’s attention
- Recommendation on the choice of the client solutions
- Own work planning and input to the Executive Director’s meetings and other task scheduling

RESOURCE RESPONSIBILITY

Financial

- Expenditure on the Executive Director and associated activity expenditures

Other

- Confidential information
- MFPWA corporate image

KEY CONTACTS

Internal

- All Staff

External

- Suppliers
- Clients and donors
- Service providers
- Media
- All outsiders officially in contact with the Executive Director’s Office

WORKING CONDITIONS

- The position offers hospitality services to a wide range of clients, communities, staff and others
- The position is charged with the responsibility offering solutions objectively without compromise
- The position handles very sensitive contacts that are key in the performance of the organisation
- The position is liable to carrying out more than one activity at a time and to strong pressures requiring the holder's personal availability