

Terms of Reference
Administration Officer
Central Support Unit (CSU), Tonga

A. BACKGROUND AND RATIONALE

Country Brief

Tonga is a small, archipelagic Kingdom located in the South Pacific. Tonga's population of 106,000 is spread out across 36 of its 177 islands with around three quarters of the population based on the main island of Tongatapu. Other major islands and island groupings include 'Eua, Ha'apai, Vava'u and Niuatoputapu. Tonga's location makes it one of the most geographically remote nations from major centers of economic activity in the world.

Portfolio Brief

The World Bank's portfolio in Tonga consists of seven active projects with net commitments of just over USD 90 million. The portfolio covers Transport and Information Communications Technology; Social, Urban, Rural and Resilience; and Macro Economics and Fiscal Management sectors. Over the next three years (FY18-FY20), the World Bank's engagement with Tonga is expected to scale up to include projects in the Fisheries, Maritime and Youth sectors. While the scale-up represents an important development opportunity for Tonga, implementation challenges exist across the entire portfolio and pose a significant risk to the successful outcome of these projects. A **Central Support Unit (CSU)** will be established under the Ministry of Finance to address key implementation risks such as weak Monitoring and Evaluation (M&E) oversight and building capacity.

B. SCOPE

The Ministry of Finance, Tonga, represented by the CSU, is seeking a qualified and experienced Administration Officer (AO) to be responsible for the administrative requirements of the CSU office. The AO will be employed by the MOFNP through the CSU and will be based in Nukualofa, Tonga. She/he will have a matrix reporting relationship to the Head of the CSU. The consultancy is full time for a period of two years with scope for extension over a further three years. The objectives, tasks and deliverables of the consultancy are outlined below.

General Responsibilities

The incumbent works in the office of the Central Services Unit, Ministry of Finance and National Planning and responsible for:

- Administrative and Secretarial services and support
- Record Keeping
- Travel Arrangements
- Programme Meetings
- CSU Programme Support

Specific Responsibilities

1. Administrative and Secretarial services and support

- a) Provide administrative services, including:
 - Manage the SCU schedules, including arranging meetings and travel
 - Coordinate work flow, ensuring relevant deadlines are tracked and met
 - Create an electronic file Unit's staff leave, track balance, submissions and advise SCU staff
 - Assist the registration of national staff on the NRBF
 - Conduct administration research to support the work of the Unit
 - Handle electronic documents
 - Handle information requests
 - Responsible for stocktaking and requirements to procure CSU stationaries
 - Acquire quotations and communicate with supplies with close collaborations with relevant CSU staff requirering this service
 - Induct new staff on generic unit's procedures, policies and routines;
 - Track the Unit's leave as per contract and relevant policies of the MOFNP
- b) Provide secretarial services, including:
 - Schedule appointments and meetings
 - Manage telephone calls and route as necessary
 - Type and distribute official correspondence
 - Oversee visitors' schedules, provide information and re-direct where necessary
 - Develop electronic participants list with emails and telephones for each meeting/workshop
- c) Ensure the Unit is kept up to date on essential Division's and Corporate issues

2. Record Keeping

- Establish a filing system for the Unit
- Ensure the Unit's hard and electronic files are up-to-date, secured and easily accessible to the Unit's staff;
- Ensure that the Unit has all necessary Projects' information and publications
- Develop and update and event's datadase including an Annual Calendar of Events or Activities;
- Maintains the CSU inventory list, monitors quantity and condition of stocks in a log book
- Monitor the Unit's vehicle log book and to prepare a monthly log summary,

3. Travel Arrangements

- Make travel arrangements and attend to all necessary travel requirements of the Unit;
- Provide necessary support to the Unit as required during all travels.

4. Unit's Meetings & Activities

- Provide secretarial and support services to meetings including setting up of facilities, taking notes (non-technical and administration notes) and distributing the meeting record;
- Organise meeting/workshop transport, venues and catering where necessary;
- Provide assistance with documents layout, formatting and compiling of printed documents

- Coordinated and arrange logistics for all of the unit's internal and official meetings.

5. Any other tasks that the CSU Manager may allocate from time to time.

D. Required Entry Qualifications and Competencies

Formal Education

- A Diploma in Office Management, Administration or Science with administrative experience (a higher qualification would be an advantage)

Professional Experience

- At least 5 years of administration experience in a Government agency or a private firm

Essential knowledge / experience

- Excellent skills in office management, coordination, multitasking, organization and public relations
- A demonstrated level of diplomacy and tact and ability to meet work-plan deadlines with minimal supervision
- Demonstrated ability to conduct research and understand policies, operational manuals and regulations
- Excellent communication and interpersonal skills with a high command of spoken and written English
- A valid driving license with no traffic offence record

E. Remuneration

Indicative TOP \$33,000 per annum. The position is initially for 2 years.

E. Reports to the CSU Programme Manager