
**TERMS OF REFERENCE
(Individual Contractor Agreement)**

Title: [Administrative Associate]
Project: [Japan/2021/03]
Duty station: [Tokyo, Japan]
Section/Unit: [UNHCR Representation in Japan]
ICA Level: [ICA level – LICA-6]
Duration: **from** [27/12/2021 **to** [31/12/2021]/ [01/01/2022] **to** [31/12/2022]

1. General Background

The Administrative Associate is responsible for the office management, serving as second-in-charge after the concerned manager in the implementation of a wide range of office management profiles. The incumbent will work quite independently on regular assignments with an oversight from the supervisor, who will provide general guidance and work plans for identifying work priorities and appropriate approaches; work is controlled for meeting expected results and conformity to policy and procedures. The incumbent will communicate mainly with Sections/Units/Offices within the organization and with local suppliers/services/partners/national authorities.

The Administrative Associate will be part of the Administration Unit of UNHCR Representation in Japan, which is a multifaceted unit covering a wide range of office management/support functions. The associate will be responsible for various portfolios within the unit, including general administration, ICT, supply/procurement, security, finance/budget matters. The position requires experiential understanding of administrative, financial and procurement principles and office security. The successful candidate must have the ability to initiate and lead processes, deliver clear messages, guide staff, and foresee and mitigate risks. The candidate must also have good judgment, and be an independent learner, and results and solution-oriented. Strong interpersonal skills are particularly important, alongside high proficiency in both English and Japanese. Both a birds-eye view and a hands-on approach will be required to arriving at solutions.

2. Purpose and Scope of Assignment

- Provide support in a wide range of office management/administration matters
- Ensure building management by monitoring security situation of UNHCR premises in communication with the commercial security guard services
- Inform and raise awareness on security matters among staff
- Negotiate with vendors and procure/purchase office equipment and supplies in line with rules and procedures
- Provide guidance and advice on procurement procedures to requesting units
- Manage, track and dispose of office assets, including ICT equipment in line with rules and procedures
- Monitor and maintain the office's ICT infrastructure with support from the Regional IT Officer
- Assist with the set up and basic maintenance of computer hardware and telecom equipment, and provide support to end-users to troubleshoot problems
- Process payments using UNHCR's Enterprise Resource System in line with relevant policies and procedures
- Provide support in human resources and general office management
- Assist in the preparation of office budgets and expenditure tracking
- Perform other related duties as may be required

3. Monitoring and Progress Controls

- Execution of financial and procurement procedures in a timely and accurate manner conforming to policy and procedures
- Maintenance of security arrangements and protocol and execution of risk mitigation measures
- Maintenance of ICT networks and equipment and provision of support to ensure working environment for staff
- Output of accurate documentation and records and communications in all areas
- Reliable filing of all records both digitally and in paper as required
- Communicating and negotiating with appropriate counterparts as necessary to improve situation and find a solution
- Ensuring timely and accurate delivery of results amidst competing priorities

4. Qualifications and Experience

a. Education

Required: Bachelor degree or higher.

Desirable: Business Administration, Finance, Office Management, Procurement, Security and Safety, Information Technology or other related fields.

b. Work Experience

Required: Minimum two years relevant experience.

Desirable: Additional years of experience in a similar capacity. Work experience in an international organization.

c. Key Competencies

Required:

Core Competencies:

Accountability
Communication
Organizational Awareness
Teamwork & Collaboration
Commitment to Continuous Learning
Client & Result Orientation

Managerial Competencies:

Judgement and Decision Making
Managing Resources

Cross-Functional Competencies:

Analytical Thinking
Planning and Organizing
Technological Awareness

- Familiarity with basic ICT matters and software, such as Microsoft Office
- Ability to read, understand and apply rules and regulations and make sound inferences

- Proven capacity to plan, execute and follow through with multiple parties
- Ability to meet deadlines, and client and operational needs
- Strong organizational and time management skills
- Proficiency in English and Japanese, both oral and written
- Ability to work independently and in a team
- Proven capacity to work towards strategic goals while also paying attention to detail