

JOB DESCRIPTION

Job Title: Administration Supervisor
Grade: 8 (N)
Level: Level 1 Manager
Division: Administration
Department: Administration
Location: Pretoria, South Africa

Primary Purpose

This position is primarily responsible for the coordination and follow-up of all administrative activities of the Pretoria sub-office, ensuring that admin staff are adhering to CWS RSC Africa's policies and procedures. The position is responsible for direct oversight of the Administration department, which includes Logistics, Property, Procurement and Finance.

Supervision

This position directly supervises the Logistics Officer and the General Services Assistant with indirect oversight on the Finance and Administrative Assistant and general services staff. This position reports directly to the Pretoria sub-office Program Manager with indirect oversight from the Administration Coordinator based in Nairobi, Kenya.

Essential Duties

Management

1. Provides direct supervision, training, and feedback to Procurement, Property, Finance and Logistics staff members.
2. Ensures adherence to policies and standard operating procedures (SOPs) to ensure the accountability, transparency, and efficiency of RSC Africa, and to ensure compliance with the Cooperative Agreement, relevant United States Government (USG) and CWS policies
3. Oversees the process of monthly Admin projections, including procurement, anticipated travel projections and related accountability forms, and ensures compliance with US government requirements
4. Ensures Administration Division SOPs are routinely updated, stored, and disseminated electronically and via in-person training sessions
5. Works closely with the Field Processing Supervisor and Program Manager to plan work, resolve issues, conduct root cause analysis, and ensure systems improvements
6. Supports General Services and other Administration departments with budget preparation
7. Supports the Program Manager by ensuring the Administration Division meets all division deliverables with high quality and on time or early
8. Works closely with Finance Manager and Deputy Director for Administration to perform regular internal audits and compliance checks
9. Ensures Administration division's compliance with Fileserver organization and group email protocols
10. Ensures that SOPs for the Administrative departments are always up to date with Senior Management Team directives, and in line with RSC Africa security policy and that the administrative staff receive relevant security training
11. Plans and executes annual process reviews for all Administrative departments
12. Ensures there is an organized and robust training strategy for the Administration Division, inclusive of targeted capacity building to increase professional skills of Administration positions
13. Supports with property management and/or landlord concerns in South Africa

Budget

14. Ensures cost-effective use of RSC Africa human and financial resources, including a monthly review of expense reports and financial projections with the Finance and Admin Assistant

Physical Assets

15. Supervises the requisition, maintenance, and inventory of expendable and non-expendable equipment
16. Provides Quality Control checks on Purchase Orders to ensure correct budget line allocation and that all information and supporting documents are adequate and correct
17. Reviews all contractual agreements for goods and services, equipment and insurance, and maintains copies of all relevant contracts
18. Ensures that all adequate insurance is arranged for all property and personnel and other liabilities in accordance with US and South African laws
19. Ensures that adequate inventory levels are maintained for all supplies
20. In conjunction with the General Services Assistant, liaises regularly with the property management company to ensure services are delivered and accounted for properly

Other Functions

21. Other duties that may be assigned to enhance the quality and efficiency of the administration of operational programs to attain program objectives and maintain the high professional standards of RSC Africa and CWS

Qualifications

Education

- Bachelor's Degree in Finance, Accounting, Business Administration, Public Administration or a related field is required.
- Master's Degree preferred.

Experience

- Minimum of one (1) year of supervisory experience, with three (3) years preferred, with an international NGO in a similar position required.
- Minimum of eight (8) years of relevant work experience required.
- Knowledge of South African laws and customs preferred.
- Experience with overseas processing or US refugee resettlement preferred.

Knowledge/Skills:

- Strong computer skills, in particular Microsoft Excel, Word, Outlook and Access required
- Excellent organizational and time management skills
- Strong verbal and written English language skills
- Demonstrated organizational and time management skills

Abilities:

The Administration Supervisor must have the ability to:

- serve as a coach/mentor to staff;
- supervise staff to ensure policies and procedures are implemented and executed in accordance with guidelines and standard operating procedures;
- exercise good judgement and seek guidance as appropriate when confronted with unanticipated

- travel in sub-Saharan Africa on short notice and often under difficult conditions to meet demands of a dynamic program;
- communicate effectively both verbally and in writing;
- follow instructions with a positive and receptive attitude;
- deal effectively and courteously with a large number of associates, outside agencies, refugees and members of the general public;
- conduct oneself in a professional and courteous manner to represent the best interests of RSC Africa and CWS;
- maintain a high performance standard with attention to detail;
- carry out all of the duties of the position efficiently and effectively with minimal supervision;
- work independently and contribute to overall operations of RSC Africa;
- take initiative in the development and completion of projects within the specified timeframe;
- maintain strict confidentiality with RSC Africa administrative and operational information;
- manage a large and diverse workload under pressure with competing priorities;
- work well as a team in a multi-cultural environment while maintaining a high level of motivation.
- effectively manage RSC Africa's resources; and
- actively contribute to the successful implementation of the U.S. Refugee Admissions Program (USRAP).

Working Conditions

Physical: This position requires bending, squatting, crawling, climbing, kneeling, sitting, standing, walking, pushing/pulling, handling objects (manual dexterity), reaching above shoulder level, using fine finger movements and lifting/carrying heavy loads.

Environmental: The incumbent in this position may be exposed to excessive noise, marked changes in temperature and/or humidity, dust and infectious diseases, harsh weather climates, long work hours, bumpy roads, extended travel, excessive sun exposure, and non-ventilated spaces.

Special Requirements:

A background check which includes references and an educational and criminal check is also required before the start of employment. A valid passport and the ability to maintain a valid passport throughout the entire appointment is required, which includes having enough passport pages for travel. The candidate should be of good health, willing and able to travel extensively in often difficult conditions, and have a high degree of flexibility. Must have proof of Yellow Fever vaccination before traveling for RSC Africa. Employee will be entrusted with the receipt, custody and payment of money.

Licensing/Certification: N/A

Competencies

Communication

Ensure effective exchanges of information with others. Examples of skills and behaviors include speaking to others respectfully; expressing ideas in a logical, organized way; sharing information appropriately; and clarity and conciseness in written communication.

Relationships

Ensure constructive and supportive interactions with others. Examples of skills and behaviors include being positive and supportive when working with others; sharing information and resources freely; resolving conflict constructively; and proactively working to remove obstacles to success for others.

Job Knowledge

Utilize and apply job related knowledge to complete job tasks at a level that meets or exceeds expectations. Examples of skills and behaviors include utilizing job knowledge to solve problems or develop new approaches; maintaining or enhancing skills through continuing education; and taking on projects that will develop or enhance skills.

Teamwork

Work effectively and contribute as a member of a team. Examples of skills and behaviors include supporting other team members by sharing information; covering the work of others during absences, vacations etc.; and actively participating in developing ideas for ways to increase team effectiveness.

Problem Solving

Analyze information and develop solutions to challenges that arise during the course of performing a job. Examples of skills and behaviors include researching and collecting facts; defining the issues and the parties affected; formulating options/solutions for addressing the problem; and engendering support for and implementing the solution.

Operational Leadership

Successfully lead a group to achieve operational goals. Examples of skills and behaviors include priority setting; timely decision making; planning and organizing; delegation; and managing and measuring work.

Building and Leading Effective Teams

Earn the respect of team members, create strong morale and spirit on the team and utilize the unique skills of all team members. Examples of skills and behaviors include managing diverse relationships; flexibility; being open and receptive; running effective team meetings; and exhibiting integrity and trustworthiness.

Strategic Leadership

Accurately anticipate future consequences and trends and translate them into the fulfillment of workable strategies and plans. Examples of skills and behaviors include problem solving; dealing with ambiguity, creativity; innovation management and business acumen.