

THE FORD FOUNDATION — POSITION DESCRIPTION

Title	Administrative Assistant		
Reports To	Regional Director	Career Level	Senior Administrative and/or Technical Support
Location	South Africa	Salary Structure & Grade	South Africa - 3A

Principal Summary

The Administrative Assistant is responsible for managing the Reception efficiently by receiving/greeting visitors and directing them to concerned officials. This role will also provide administrative and logistical support to three Program Officers in order to facilitate the grant making and grant oversight processes of the Foundation, working closely and pro-actively with colleagues across the Office for Southern Africa to help manage administrative workflows and to ensure a smooth-running Office.

Principal duties and responsibilities, including but not limited too:

Front Office duties

- Be the first point of contact for all guests who visit or telephone the Foundation.
- Act as a resource by explaining the work of the Foundation to visitors making telephonic or in-person enquiries
- Ensure that all telephone calls are appropriately routed and dealt with and messages delivered in a timeous manner to appropriate persons.
- Maintain bookings for internal and external meetings using Calendar system, including scheduling and follow-up
- Prepare meeting rooms for meetings/convening's (including arranging refreshments as required and ascertaining IT requirements of meetings)
- Manage the Front Office Reception Area ensuring that it is kept clean and tidy.
- Ensure that Meeting Rooms and vacant offices are equipped with stationary and equipment on a regular basis

Video Conferencing and WebEx

- Assist Program staff and guests with setting up AV, video and teleconferencing support.
- Work closely with IT for video and teleconferencing as required

Administrative duties

- Provide administrative support to the three program officers in the Office for Southern Africa and back-up support to the Finance Manager.
- Support document production, including typing, editing and formatting for reports, memoranda, or other materials
- Liaise with grantees, potential grantees and external stakeholders by explaining the nature of the Foundation's work globally, its strategy and program focus within the Office for Southern Africa

- Assist with Grantee-related matters including maintaining contact information, planning and coordination of logistics for site visits, general inquiries, and grant recommendation development
- Support document management and storage in institutional document repositories
- Preparation of presentations, speeches, Memoranda and other materials in support of Program Officers
- Assist Program Officers in responding to requests for information or other documentation from grantees, potential partners, stakeholders and the various departments within the Foundation
- Assist visiting colleagues from other offices or NY with administrative tasks.
- Review and manage General mail box via Fluxx and respond to grant enquiries appropriately and in a timeous manner.
- Sort incoming and outgoing paper mail and DHL documentation for NY.
- Manage filing and other tasks that may be assigned from time to time.

Support of Office Management and Accounting

- Manage staff refreshment facilities including the maintaining of stocks and the availability of coffee/tea/biscuits/sugar/milk etc. within assigned budget
- Maintain stationary stock for the office and ensure that supplies are ordered timeously and within the assigned budget.

Travel

- Develop travel itineraries for all travelling staff in respect of local, regional and international travel in accordance with the Office Travel Policy and after the requisite approval has been obtained.
- Book flights, accommodation and car hire/taxi service as required by travelling staff.
- Arrange and check if visa's or other documentation is required and facilitate the timely issuing of visa's and travel documentation required by staff.
- Submit and track Concur requests during and after a trip has been completed as required
- Ensure that Trip reports are filed electronically and presented at regular staff meetings

Scope

Geographic Base

Headquarters (NY) _____

Regional Office ___X___

Service Area

Programmatic _____

Non-programmatic ___X___

Education/Qualifications and/or Experience

- University level education OR extensive program administration experience
- 3-4 years experience in a similar function.

Skills and Knowledge

- Ability to communicate effectively, orally and in written formats.
- Excellent public and human relations skills, and high level of diplomacy
- Effective use of Microsoft Office programs.
- Strong inter-personal skills.
- Understanding of and sensitivity to diverse cultural norms and practices.
- Must have organizational and problem-solving skills, independent judgment, adherence to close deadlines, ability to work well under

		pressure, sharp attention to details, and discretion in confidential matters.		
		■ Good team player		
Reporting Responsibilities				
Number of Subordinates				
	Direct		Indirect	
	Manager/Individual Contributor	General Service	Manager/Individual Contributor	General Service
Total	0	0	0	0