

TERMS OF REFERENCE FOR INDIVIDUAL CONTRACTORS AND CONSULTANTS

Title of Assignment	<i>National: Administrative Associate</i>	
Requesting Section	Operations - Administration	
Location	Place of assignment: Lilongwe	
	<input type="checkbox"/> Home Based <input checked="" type="checkbox"/> Office Based:	
Contract Duration	11.5 months	
Number of working days	Monthly	
Planned Start and End Date	From: 1 July 2022	To: 14 June 2023

BACKGROUND

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

In an effort to help UNICEF realize its mandate, and as a strategic business partner to the UNICEF Malawi Country Office (MCO), the Administration Team aims at providing continuous and reliable generalist administrative services and efficient support to its clients to shoulder the strengthening of overall Programme and Operations effectiveness. A well-rounded Administration unit is critical to an employee-orientated, healthy and psychological safe workplace in which its staff members are energized, engaged, satisfied and productive. Through its administrative management efforts, Administration also contributes significantly to the delivery of impactful results for the children of Malawi.

Given the current typology of the Administration core team in relation to the size of the office, and further to the response efforts brought about by the pandemic (and hence the need for redistribution of the workload within the team to optimise on the delivery of the Administration workplan), it has become imperative to align the long-term staffing of the Administration unit with a more robust and optimal Administration structure so to better respond to current office issues and needs as well as to meet the strategic Administration global goals. In the meantime, the need for much required Administration related services cannot be met from within the current Administration staffing resources due to the lack of specialized knowledge, expertise and capacity. However, one of the major external influences on the recruitment of a fixed-term or temporary appointment Administration position is funding constraints due to the global financial crisis and related contraction in Regular Resources and donor funding within the country. This is resulting in an overstretched Administration unit and therefore, the need to recruit the services of an individual contractor to support the

Administration team on an interim basis. To address the much needed and continuous requirement for efficient Administration services, both on an operational and strategic level, a shift is required in the application of a staffing solution to enable sustained administration performance in an ever demanding environment, while continuously adding strategic value to the office and improving on administrative operations and services.

In view of the ongoing and critical administrative processes, as well as adoption of various new global initiatives for improving delivery of administrative services, the office accordingly requires the direct intervention and support from an Administration professional to provide overall support and partnering with business units.

PURPOSE OF THE ASSIGNMENT

Under the supervision and guidance of the supervisor, the Administrative Associate contractor is responsible for executing a broad variety of specialised tasks for the Unit, requiring thorough knowledge of UNICEF administrative procedures, processes and policies. The Administrative Associate contractor will support the supervisor in initiating, following up on and resolving issues pertaining to administrative requests.

SCOPE OF WORK/OBJECTIVES

Procurement and contracts management

- Facilitates the processing of contracts for consultants and external partners that provide a service to the section. This includes preparing and filing documents, completing necessary forms and templates, and making necessary logistical arrangements.
- Maintains up-to-date vendor lists, partners, and consultant rosters.
- Supervise outsourced services including the security services, cleaning and catering services.

Communications & Workflow

- Facilitates the communications and workflow of the organizational unit to enhance the efficiency and timeliness of operations and outputs.
- Manages incoming and outgoing correspondence, e-mails and telephone calls.
- Communicates routine and some non-routine information pertaining to the work of the team.
- Establishes and maintains the office filing and reference systems, both traditional and digital; and ensures the inter/intra-net websites are up to date and accurate.
- Act as a focal point on all communication with service providers and the Administration Unit.

Calendar/Meetings/Correspondence Management

- Maintains office calendar and arranges meetings
- Takes minutes of meetings, ensuring accuracy, attention to detail and coherence.

Events/Logistics

- Supports capacity development activities and conferences by making the logistical arrangements, through engaging with facilitators, caterers and hosts.

- Arranges times through liaising with participants over availability.
- Liaises with budget focal points and section over costs and needs.
- Prepares background materials for participants and uploads cleared materials on the intranet.
- Prepares and maintains agendas on meetings and events related to the work group commitments.

Travel

- Provides travel assistance to staff members for travel arrangements and entitlements based on the organization's rules and policies. Liaises with relevant travel focal points to ensure that the organization obtains the best service and price for all travel.
- Briefs/de-briefs staff members on issues relating to administrative matters such as visas, security clearance, and documentation procedures.
- Assists in the preparation of budgets on travel costs and maintain travel plan and budgetary control records.
- Processes immigration papers for international visitors, consultants and staff.

Invoice Processing

- Responsible for collecting invoices and filing documents for approval
- Uploads electronic files and verifies results to destination system.
- Responds to client transaction status and other inquiries.

Supplies/Equipment

- Supports management of administrative supplies, office equipment, and updating inventory of items.
- Monitors and supervises adequate and appropriate use of supplies. Ensures that services and maintenance of premises are in accordance with organizational standards.
- Arranges for the purchase and timely distribution of office supplies.

Performs any other duties and responsibilities assigned as required.

REPORTING REQUIREMENTS

To whom will the individual contractor report (supervisory and any other reporting/communication lines):

The individual contractor will report directly to the Administrative Officer.

What type of reporting will be expected from the individual contractor and in what format/style will the submissions of reports/outputs be done:

Written weekly and monthly progress reports in english are expected by the contractor for deliverables as listed in this TOR.

How will individual contractor consult and deliver work and when will reporting be done:

The contractor will work full time from the office, engaging with the different stakeholders i.e. Staff, management, vendors, service providers and government counterparts where necessary. All deliverables will be submitted in a draft form and, following review and approval by supervisor, final submissions will be made.

EXPECTED DELIVERABLES

In alignment with the scope of work as described above, the contractor will be expected to perform the following tasks:

- Providing support to supervision of outsourced services, contracting processes and maintaining updated vendor lists for all service providers
- Maintaining records and re-routine corresponding for all communications with service providers
- Provides administrative services in meetings through maintaining calendar, meeting bookings, notes taking and distribution of minutes and meetings documents,
- Provide logistical support to conference, accommodation reservations and related budget costs
- Support travel arrangements for both local and international trips that includes guidance to protocol issues ie. visas, permits
- Records all invoices for the Unit and follow ups on payments
- Provide support to management of office supplies that includes distribution, stock taking and re-ordering of stock out supplies.

However, as the actual starting date may impact the dates estimated in the TOR, a detailed workplan with exact timeframes and actual delivery dates will be jointly agreed upon between the individual contractor and the supervisor upon contract signature.

PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS

The performance of work will be evaluated based on the following indicators:

- Completion of tasks specified in TOR
- Compliance with the established deadlines for submission of deliverables
- Quality of work
- Demonstration of high standards in cooperation and communication with supervisor and counterparts

PAYMENT SCHEDULE

All payments, without exception, will be made upon certification from the supervisor of the contract, of the satisfactory and quality completion of deliverables and upon receipt of the respective and approved invoice.

DESIRED COMPETENCIES, TECHNICAL BACKGROUND AND EXPERIENCE

Academic qualification:

- Completion of secondary education is required, preferably supplemented by technical or university courses related to the field of work.

Work experience:

- A minimum of 5 years of relevant administrative or clerical work experience is required.

Technical skills and knowledge:

- Training and experience using SAP, MS Word, Excel, PowerPoint; knowledge of integrated management information systems required.
- Organizational, planning and prioritizing skills and abilities.
- Ability to deal patiently and tactfully with visitors.
- High sense of confidentiality, initiative and good judgment.
- Ability to work effectively with people of different national and cultural background.
- Ability to work in a team environment to achieve common goals and to provide guidance to more junior support staff

Competencies:

- Demonstrates Self Awareness and Ethical Awareness (1)
- Works Collaboratively with others (1)
- Builds and Maintains Partnerships (1)
- Innovates and Embraces Change (1)
- Thinks and Acts Strategically (1)
- Drive to achieve impactful results (1)
- Manages ambiguity and complexity (1)

Languages:

- Solid written and verbal skills in English is required.

Core Values:

- Care
- Respect
- Integrity
- Trust
- Accountability

ADMINISTRATIVE ISSUES

UNICEF will regularly communicate with the individual contractor and provide feedback and guidance and necessary support so to achieve objectives of the work, as well as remain aware of any upcoming issues related to the performance and quality of work.

As per policy on individual contractors, the individual will be expected to complete a list of mandatory training, including policies on Prohibiting and Combatting Fraud and Corruption, Prohibition of discrimination, harassment, sexual harassment and abuse of authority and other relevant policies for their information and acknowledgment upon acceptance of the offer. Prior to the issuance of the official contract, the consultant/individual contractor is requested to complete the applicable mandatory trainings.

The individual contractor will be expected to work full time from the office.

UNICEF will provide office space, access to office resources i.e. laptop etc.

CONDITIONS

- The contract will be on a long-term arrangement basis over a period of 11.5 months.
- The candidate selected will be governed by and subject to UNICEF's General Terms and Conditions for individual contracts.
- No contract may commence unless the contract is signed by both UNICEF and the contractor.
- The consultant will be based in Lilongwe.
- Under the contractor agreements, a month is defined as 21.75 working days, and fees are prorated accordingly for actual days worked.
- The contractor is not entitled to payment for overtime, weekends or public holidays.
- The Individual Contractor will receive Paid Time Off (PTO) credit at the rate of one- and one-half days (1.5 days) for each full month of service, to be credited on the last calendar day of the month.
- Travel expenses for official in-country trips, including living costs, will be covered in accordance with UNICEF's rules and tariffs, by the consultant and reimbursed against actuals, unless otherwise agreed.
- Transport will be provided to the consultant during in-country field travel, if planned and approved.
- No travel should take place without an email travel authorization from section prior to the commencement of the journey from the duty station.
- Standard UNICEF procedures will apply for invoicing and all other financial management requirements set out in the contract.
- Standard penalty clauses will also apply for late and poor-quality deliverables. The supervisor of the contract will provide the consultant with the criteria for the evaluation of the quality of each deliverable.
- Additional details of UNICEF rules, regulations and conditions will be attached to the contract.
- Contractor will not have supervisory responsibilities or authority on UNICEF budget.
- Individuals engaged under a individual contract will not be considered "staff members" under the Staff Regulations and Rules of the United Nations and UNICEF's policies and procedures, and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.
- The assignment will be on site at UNICEF Malawi offices.

HOW TO APPLY

Interested contractors should provide the following:

1. Curriculum Vitae
2. Brief technical proposal (no longer than five pages) demonstrating the contractor's understanding of the assignment and approach/methodology to the assignment
3. Financial proposal including a breakdown of their all-inclusive fees (including professional fees, and other costs). Complete the attached form.



Financial
Proposal.xlsx

4. References details