

**MINISTRY OF EDUCATION & YOUTH
CENTRAL MINISTRY**



JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Administrator - Organisational Development & Change Management
JOB GRADE:	GMG/AM 2
POST NUMBER:	
DIVISION:	Corporate Services
BRANCH:	Organizational Development & Change Management
REPORTS TO:	Director – Organisational Development & Change Management
MANAGES:	N/A

Strategic Objectives of the Corporate Services Division:

To provide the Central Ministry with support functions of human resource management and development, procurement, documentation management and access to information, general administration, security, property management and administration, as well as to provide policy guidance and implementation support to educational entities.

Job Purpose:

Under the direct supervision of the Director – Organizational Development & Change Management (ODCM), the Administrator is responsible for assisting with the administration of new initiatives, processes and interventions to improve the overall performance and effectiveness of the Ministry of Education & Youth. The incumbent will also be required to provide administrative support by coordinating activities, scheduling appointments, preparing minutes, reports, briefs, collects and analyses data and to research information.

Key Outputs:

- Research conducted & data analysed
- Correspondence/documents composed/prepared/processed/dispatched/followed-up
- Telephone calls screened/received and directed or message/information logged and dispatched
- Meetings coordinated
- Minutes recorded, transcribed and distributed

- Director's diary maintained
- Monthly Travel Allowance forms prepared and submitted
- Requests for Job Descriptions/information processed/referred/provided
- Records/files established/maintained
- Inventory of supplies maintained
- Leave/attendance records maintained

Key Responsibility Areas:

Technical and Professional Duties:

- Provides administrative support to the Director (ODCM), including:
 - managing calendar, schedules and providing regular updates
 - arranging travel plans and itineraries
 - coordinating meetings and other events
 - preparing agendas and packages for meetings
 - reviewing and editing reports
- Provides secretarial and clerical support to the Director (ODCM), including:
 - taking and reproducing minutes of meetings
 - processing incoming and outgoing correspondence
 - responding to routine enquiries
 - composing and preparing correspondence, memoranda, other documents and presentations
 - photocopying, fax and mailing
- Complies and reviews monthly and annual reports;
- Compiles the Branch's annual budget and operational plan;
- Researches and provides information to the Director for the preparation of reports;
- Screens and introduces visitors to the Director's Office;
- Receives, screens and routes telephone calls and takes and relays messages;
- Prepares Officers' monthly Travel Allowance forms for submission;
- Screens requests for information and responds or refers to the appropriate member of staff;
- Liaises with the Property Management Section to organize meetings, conferences and/or workshops, ensures that venues are booked and necessary materials are prepared and circulated/distributed;
- Takes and transcribes dictation; takes, types and distributes minutes of meetings; and maintain records of proceedings;
- Maintains an adequate inventory of office supplies;
- Maintains the Leave and Attendance records of staff within the Director's Office;
- Maintains computerized and manual files and records including filing, retrieval, retention and storage;
- Ensures security guidelines are strictly observed to safeguard the confidentiality of documents in the Director's office;
- Provides general administrative and clerical support including mailing, scanning, faxing and copying;
- Performs data entry operations;
- Required to perform other related responsibilities that may be assigned

Performance Standards:

- Correspondence and other documents prepared are appropriately formatted, error free, prepared and submitted/dispatched in a timely manner;
- Minutes of meetings and dictation transcribed are accurate, prepared and circulated/submitted in a timely manner ;
- Proactive, effective and timely assistance is provided in the preparation for meetings, conferences, seminars and other events;
- Tact, sensitivity, diplomacy, discretion and professionalism exercised in the screening of calls and visitors, giving information, and dealing with people;
- Confidentiality of information and communication, oral and written, is maintained;
- Priorities are determined and tasks scheduled to meet deadlines;
- Inventory of supplies is maintained at adequate levels to meet the needs of the Director’s Office;
- Files and records, electronic and manual, are established and maintained in an up-to-date manner and are in accordance with relevant policies, procedures and guidelines;

Internal and External Contacts (specify purpose of significant contacts:

Within the Ministry

Contact (Title)	Purpose of Communication
Heads of Unit and Divisions	Requesting/providing information, collaborations/strategic business partnerships
Staff	To provide guidance and share information, process involvement & implementing
Agencies/Regional Offices/Institutions	To provide guidance and share information, process involvement & implementing

Contacts external to the organisation required for the achievement of the position objectives

Contact (Title)	Purpose of Communication
Ministry of Finance & the Public Service	To share information and solicit guidance
Office of the Cabinet	To share information and solicit guidance
Office of the Services Commissions	To receive guidance and provide information.
Agencies external to the Ministry	To request information

Required Competencies:

Core

- Excellent verbal and written communication skills
- Excellent planning, organizing, and time management skills
- Ability to maintain confidentiality and integrity in matters of a sensitive nature
- Ability to exercise professionalism, tact, sensitivity and discretion in dealing with people
- Ability to determine priorities, schedule and structure tasks in order to meet deadlines
- Ability to work independently without close supervision
- Attention to detail
- Ability to provide advice and guidance that helps clients use the Ministry’s products effectively and reduces the risk of customer complaints
- Have good product knowledge of the Accounts process/ file management and the management of payment files

- Have good customer handling skills.

Technical:

- Knowledge of the Education Act and Regulations and relevant policies and procedures
- Knowledge of office management clerical and administrative procedures and systems
- Ability to undertake research and select, synthesize and analyze data for reports and other forms of documentation
- Ability to create presentations, charts, graphs, databases, and spreadsheets
- Ability to compose routine correspondence and reports
- Proficiency in the use of MS Office software applications including spreadsheets, word processing, presentations and database management

Minimum Required Education and Experience:

- Diploma in Business Administration, Human Resource Management or equivalent combined with a least two (2) years' related experience

Authority To:

- Access confidential information
- Accord priority status to incoming correspondence which require urgent action
- Respond to queries and offer advice and direction in the absence of the Director

Specific Conditions Associated with the Job:

- Normal working condition
- Required to work beyond and outside normal working hours in meeting deadlines or in providing support services at meetings and events.

Validation of Job Description:

This job is validated as an accurate and true description of the job described herein:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised