

Job Description

A job description is a written statement that describes the employee's role and responsibilities. The role and responsibilities shall be executed within the NRC framework. The job description facilitates the recruitment, grading and performance management processes by stating the necessary competencies. It is mandatory for all positions.

Position:	Administration Team Leader
Grade:	6
Reports to:	HR and Admin Manager
Supervision of:	Administration Officer, Service staff
Duty Station:	Damascus, Syria
Travel:	5-10%
Duration and type of contract:	Fixed-term contract

All NRC employees are expected to work in accordance with the organization's values. To be **dedicated, innovative, inclusive** and **accountable** are attitudes and beliefs that shall guide our actions and relationships.

Background

The Norwegian Refugee Council (NRC) has been a leading humanitarian actor in the response to the Syria crisis, in Syria and across the region, since 2012. Against a backdrop of conflict, socioeconomic and environmental deterioration, climate change and natural disasters, we provide emergency, transitional, early recovery and resilience programmes to people in need. We lead advocacy to promote unimpeded and sustained access to assistance for people across Syria and we call for increased humanitarian funding, resilience and early recovery support to alleviate the hardships of the Syrian people.

1. Role and responsibilities

The purpose of the Admin Team Leader position is day to day to implement administration procedures, and to support country office and area offices at their requests.

Generic responsibilities

2. Ensure adherence in Administration with NRC policies, tools, handbooks, and guidelines.
3. Implement administration function portfolio according to plan of action, advise on best practices, and suggest ideas for improvements.
4. Prepare and develop status reports as required by management.
5. Ensure proper filing of documents as per NRC SSD policy.
6. Lead on the alignment and design of administration policies, processes, and procedures.
7. Report any breaches/concerns, in a confidential manner, through NRC reporting channels.

Specific responsibilities

1. Provide strategic input to ensure that administration policies and practices are harmonized with NRC global initiatives and international standards.

2. Provide qualitative and quantitative analysis of administrative activities and provide recommendations to management on improvements and way forward.
3. Drive cost reduction analysis and recommend cost savings and efficient use of NRC resources.
4. Oversee the process of liaising with property owners for NRC premises management and maintenance.
5. Ensure proper weekly and monthly consolidation of payments and purchases with finance department in a manner that supports end of month closure and grant consolidation.
6. Provide support and coordinate audit requests over administrative matters. Provide supporting documents and act upon findings as needed.
7. Coordinate with relevant partners, suppliers, authorities, brokers, lawyers, and other relevant parties in direct coordination with the line manager.
8. Responsible for office and guesthouses administration management and implementing of office policies, ensuring NRC office and accommodation protocols are adhered to and ensure the most cost efficiency and proper and timely maintenance in all buildings.
9. Manage the whole travel process (local and international), making all logistical arrangements and ensuring that NRC travel policies are up to date and clear.
10. Maintain a filing system for all administrative documents in NRC's Filing Tree and in line with SSD.
11. Supervision and management of administration assistant and service staff ensuring performance is monitored and regular feedback and support is given.
12. Capacity building for all admin teams at all levels.
13. Lead on all NRC Country Office events management and all preparations in coordination with logistics and other departments if needed.
14. Accountable to ensure an adequate supply of stationery and supplies for NRC offices and guesthouses and the management of the office consumables with proper use of stock cards.
15. Prepare correspondence to third parties regarding admin matters, ensure delivery and proper filing.
16. Any other task as required by the line manager.

Critical interfaces

By interfaces, NRC means processes and projects that are interlinked with other departments/units or persons. Relevant interfaces for this position are:

Other Support Units in Country Office (Logistics, Finance, ICT, HR, Risk and Compliance)

NRC Lawyer

Landlords, municipality, occupants of guest houses, NRC visitors

2. Competencies

Competencies are important in order for the employee and the organization to deliver desired results. Competencies are relevant for all staff and are divided into the following categories:

1. Professional competencies

These are skills, knowledge, qualifications and experience that are important for effective performance.

Generic professional competencies:

Generic professional competencies are competencies required by any individual in this or a similar role, in any location in NRC. This includes some that apply to many jobs in NRC:

1. Minimum 3 years of experience from working in Administration in a humanitarian/ recovery context
2. Bachelor's degree in business administration, Management, or related field
3. Fluency in English, both written and verbal.

4. Previous experience in performing in complex and volatile contexts.
5. Documented results related to the position's responsibilities
6. Knowledge about own leadership/profile

Context related skills, knowledge and experience:

Context-related competencies are the knowledge, skills and experience required because of the context, location and/or current priorities in the role:

1. Fluency in Arabic is required.
2. Familiarity with the Syria context, market and laws about renting properties, maintenance and dispute resolution is required.
3. Proven experience in professional and solution-oriented dealing with people both internally and externally.

2. Behavioral competencies

These are personal qualities that influence how successful people are in their jobs. The following are **essential** leadership competencies for this position:

1. Build meaningful relations
2. Empower people
3. Act with integrity
4. Deliver results

3. Performance Management:

The employee will be accountable for and evaluated on the responsibilities and the competencies, based on NRC's Performance Management Framework. The following documents and process will be used for performance reviews:

- The Job Description
- The Work and Development Plan
- The NRC Competency Framework