



FIJI HIGHER EDUCATION COMMISSION

JOB DESCRIPTION

JOB TITLE	Office Administrator
DEPARTMENT	CORPORATE SERVICES
DURATION	3 YEARS
LOCATION	22 Gorrie Street, Suva

Scope

- To provide clerical and administrative support to the FHEC to ensure that necessary services are provided effectively and efficiently.
- To provide secretarial support to the Director to ensure that necessary services are provided effectively and efficiently.

EXPECTED RESULT AREAS

MAIN OBJECTIVES	KEY TASKS
a. Provide secretarial support to the Director.	<ul style="list-style-type: none"> • Schedule appointments and maintains the calendar for the Director for official meetings and events. • Supervise the safety and cleanliness of the Director's office in compliance with the Occupational Health and Safety guidelines. • Provide official administrative services for the Director when the need arises.
b. Deliver administrative support services to ensure efficiency and effectiveness within the FHEC.	<ul style="list-style-type: none"> • Handle incoming requests from stakeholders and ensure that issues are resolved both promptly and thoroughly at reception. • Facilitate all incoming calls and handle caller's inquiries at reception. • Ensure that excellent service is delivered to stakeholders at the reception. • Provision of full-time services to stakeholders at the reception. • Record incoming mails and dispatch outgoing mails on behalf of the Secretariat. • Support with the administrative tasks in preparing meeting papers for the Commission: FHEC, FQC, CAUQ, HR and Finance Committees.

	<ul style="list-style-type: none"> • Facilitate request for stationery and cleaning supplies. • Retrieve quotations on flights and accommodation for staff travels, both locally and internationally. • Take meetings during staff meetings, and when required. • Assist in the planning and minute preparation for funding requests to Corporate Services. • Assist in Dispatching Commission meeting Papers. • Other tasks that may be assigned by your Senior Manager.
c. Provide support to HRA	<ul style="list-style-type: none"> • Compilation of staff working hours fortnightly basis. • Assist HRA when needed.
d. Assist the Records Team	<ul style="list-style-type: none"> • Assist in the data entry and scanning of documents. • Assist in the request for files /documents needed by individual staff and recording of this request.
<ul style="list-style-type: none"> • Assist in Programme Accreditation Activities 	<ul style="list-style-type: none"> • Extract qualification information and upload the same onto the National Register Excel Spreadsheets. • Maintain a systematic record of all qualifications processed. • Provide reports on the progress of work during unit meetings.
e. Assist the Monitoring and Evaluation sub-unit	<ul style="list-style-type: none"> • Arrange logistics for QA unit. • Collate educational and financial data. • Provide additional administrative support as may be required.

Within the context of the Expected Result Areas described above, the incumbent will be required to:

Demonstrate Accountability by:	<ul style="list-style-type: none"> • Completing assigned tasks to agreed time-lines. (Guideline for self) • Accepting personal responsibility for the quality of their work and takes all appropriate steps to ensure that intended outcomes are achieved. • Taking personal responsibility for decisions within their delegation. • Acknowledging and correcting mistakes. • Making effective use of their work time. • Is not absent without reason and ensures their work can be covered during foreseeable absences.
Support Teamwork by:	<ul style="list-style-type: none"> • Valuing all team members and promotes co-operation and good morale, creating a feeling of belonging.

	<ul style="list-style-type: none"> • Effectively working with people from different cultures and embraces the value that cultural diversity brings to the workplace. • Putting team success ahead of individual success. • Providing support to other team members when it is requested. • Taking charge when necessary to facilitate action or to making a decision but doesn't overstep their authority. • Looking to build their own expertise and share it with others. • Actively contributing to process improvement within the team.
Contribute to the organisation by:	<ul style="list-style-type: none"> • Promoting the values of the Fiji Higher Education Commission both internally and externally. • Acting professionally at all times in terms of personal integrity, confidentiality and respect for all colleagues. • Understanding how their work contributes to the success of the organisation in achieving its external strategy and KPIs. • being open in discussion about the ways in which processes can be improved across the Commission or ways in which organisational risks within their areas of expertise can be managed more effectively.
Take responsibility for general health and safety by:	<ul style="list-style-type: none"> • Taking responsibility for own health, safety and well-being and actively seeks to ensure the health, safety and well-being of others.
<p>Contribute and adhere to FHEC's values on:</p> <ul style="list-style-type: none"> • Commitment to excellence in higher education and training • Commitment to exceptional services when aiding all our stakeholders • Integrity and transparency • Innovation and responsiveness for continued relevance • Lifelong learning for learners • Commitment to our people and their contribution 	

Key Selection Criteria

- Relevant qualification (s) or demonstrated successful experience in front line customer service.
- Demonstrated high level of written and spoken English communication skills.
- Demonstrated experience in using Microsoft suite.

- Demonstrated experience in secretarial duties.

Financial Authority (Yes/No)

Budget owner: No

Delegated Financial Authority as per FHEC’s Delegations Policy: No

People Management

Number of Direct Reports: Nil

Number of Indirect Reports: Nil

Responsible for contract staff, and/or coaching, training of others: Nil

RELATIONSHIPS

- **Directly responsible to:**

- 1. Senior Manager Corporate Services**

- **Supervision of:**

- Does the person assist in staff recruitment, etc? No
- Does the person address staff performance issues? No
- Does the person undertake Performance Development Reviews (PDR)? No
- Does the person allocate tasks to staff? No

- o **Functional relationships with:**

- All the staff at the FHEC
- All stakeholders, including institutions, industries and the various government departments.

SIGNATURES

Incubment Name: Signature..... Date.....

Supervisor Name: Signature Date

Endorsed by:

Name: _____

Date: _____