

Job Title	OFFICE ASSISTANT	Duty Station	Arua
Employment type	Full time	Role balance guide	People: 40% Operations: 60%
Role summary	You are responsible for managing general office duties to ensure project processes run smoothly.		
Reports To	FACILITY SUPERVISOR	Supervises	None
Key External Relationships	None		

Duties and Responsibilities

- 1) Performs clerical duties, including, but not limited to, mailing and filing correspondences
- 2) Coordinate with various departments and reserve meeting room and equipment for customer visits and staff meetings.
- 3) Manage refreshments for senior leadership and for meetings
- 4) Photocopy, scan, and file appropriate documents
- 5) Organize the facility and assist managers as requested to ensure smooth operational support
- 6) Assist with organising events when necessary
- 7) Manage filing system
- 8) Sign for delivered packages and distributes them to the appropriate recipient
- 9) Cover for the reception Officers upon request
- 10) Maintain stock of supplies by anticipating work requirements, ordering supplies, and distributing supplies where necessary
- 11) Perform receptionist duties when needed
- 12) Perform additional duties when required
- 13) Ensure neat and clean office area
- 14) Provide administrative support to management as requested

Team Contribution

- 1) Constructively contribute and collaborate with all colleagues
- 2) Deliver high quality outputs
- 3) Demonstrate compliance with all legislation and UDLS Project policies and procedures

Values and Behaviour

- 1) Promote and role model appropriate behaviour to support Uganda Driving Licence System culture, performance and brand
- 2) Actively demonstrate the company values:
 - **Integrity:** We stand up for what is right
 - **Collaboration:** We are stronger together
 - **Empowerment:** We make a difference
 - **Action:** We focus on results

Health, Safety and Wellbeing

- 1) Adhere to all health and safety policies and procedures of Uganda Driving Licence System and take all reasonable care that your actions or omissions do not impact on the health and safety of others in the project.

Confidentiality

Expected to maintain confidentiality of all information you come into contact with

This job description defines the broad responsibilities of this position. Please refer to project work plans for more specific details of performance goal, objectives, targets and indicators.

Person Specification		
Qualifications & Experience	Essential: Diploma in Business Administration/ public relations/secretarial studies or equivalent qualification Excellent knowledge of MS Office operations	Desirable: - Familiar with phone systems/customer care and front desk functions 1-2 years' experience in a relevant field.
Key Competencies	Key Competencies - Self-Driven - Excellent Customer Care Skills - Ability to write clearly and help with word processing when necessary. - Warm personality with strong communication skills. - Ability to work well under limited supervision - Good organizational and time management skills - Analytical abilities and aptitude in problem-solving	
Other	Essential: Ability to work flexible hours.	