

TERMS OF REFERENCE – CONSULTANCY SERVICES

CONSULTANCY: - PROJECT & ADMINISTRATIVE ASSISTANT
REPORTING TO: MANAGER TECHNICAL PROGRAMMES
LOCATION: HEAD OFFICE, BARBADOS

SUMMARY OF CONSULTANCY SERVICES REQUIRED

The Project and Administrative Assistant will provide consultancy services for the Technical Programmes Unit across all its technical programs. The Project and Administrative Assistant provides common project, administrative and logistical assistance to ensure consistency, quality service delivery, and enable effective project implementation. This also includes supporting all planning activities and assisting with the coordination of programme-related functions, and/or special events as appropriate.

KEY SERVICES TO BE PROVIDED

The Project and Administrative Assistant:

Project/Programme Support

- Assists the Technical Programmes unit with project development, strategic planning, coordination and administrative support to meet its objectives and activities directed at national, regional and international markets.
- Works directly with selected BSO's to facilitate the execution of the Agency's interventions/activities.
- Support project leads in the coordination of internal and external events, training sessions and workshops.
- Provides support to the Grants team in the administration of the grant programmes.
- Performs information gathering and basic research tasks for the purpose of analysis and the preparation of reports.
- Supports the Unit in its procurement processes by assisting with the shortlisting of candidates, channelling of communication effectively, and by supporting all logistics related to arranging interviews.

Administrative Support

- Assists with the preparation of documents and efficient processing in the Agency's Management and Reporting processes.
- Prepares and maintains databases for corporate and project related activities and contracts.
- Ensures accurate physical and electronic filing of documents in accordance with Agency Policies.
- Supports the processes related to administrative and technical assistance payments.
- Manages and maintains the Unit-level correspondences – including drafting formal letters to public and private counterparts, arranging signatures, sending and confirming receipt.
- Support the implementation of internal controls used to mitigate risk and standardise outputs by ensuring the correct accounting of expenses, use of templates, and channeling of resources, and document submissions. This includes liaising with the Finance and Operations Unit to ensure compliance.
- Supports the design and logistics of missions – clearances, meetings and travel logistics and other arrangements.
- Supports the building of private sector awareness through the planning and coordination of educational activities such as workshops, seminars and targeted missions.
- Provides support to the onboarding of new members to the Unit including collaboration with the HR, Operations and Finance, and IT departments to arrange provisions.
- Assists with the preparation of monthly, quarterly and annual reports and departmental papers as required.
- Schedules and coordinates meetings, events, interviews, appointments, and/or other similar activities.

KNOWLEDGE

- Basic Knowledge of the economic and social development issues in the Caribbean region.
- Basic understanding of CARICOM/CARIFORUM and other relevant trading blocs.
- Basic knowledge of various donor agencies that offer funding opportunities.
- Knowledge and practice of International/Local Protocols and Business Etiquette for governments, business and social interactions, meetings or events.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.

- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, SharePoint) and project management tools (MS Project).

SKILLS

- Relationship management skills
- Excellent administrative skills
- Excellent organizational and planning skills
- Strong research and monitoring skills
- Problem solving skills with solution and proactive orientation.
- Excellent report writing and presentation skills

OTHER ABILITIES

- Ability to multi-task, prioritize, and manage time effectively to meet several deadlines.
- Ability to work under pressure with competing demands.
- Good judgment and decision-making ability.
- Utilises initiative and is adaptable.
- Demonstrates confidentiality and discretion with sensitive information.
- Pays attention to detail and accuracy with strong problem-solving skills.
- Ability to work effectively in a multi-cultural, diverse, dynamic environment.

EDUCATION/EXPERIENCE

- Bachelor's Degree in any of the following areas: Economics, Business/Office Administration, Project Management, Marketing or other related field.
- A minimum of 2 years work experience in General Office Administration, Project Management/ Project Coordination or Accounting environment.
- Experience functioning at the regional/international level in any of the above fields would be an asset;
- Fluent in spoken and written English. Ability to communicate in Spanish, French, or Dutch, would be an asset.
- This position is open to CARIFORUM nationals only.

TRAVEL DEMANDS

Some travel will be required to undertake the duties of this consultancy effectively, and any travel will follow the Agency's approved travel policy or travel policy of the project donor, which will be advised.

ADMINISTRATION

This is an in-house consultancy role and will be paid after submission of monthly invoices and monthly report approved by the Line Manager.

A clear workplan must be developed and followed during the consultancy period.

This role will follow Caribbean Export's Consultancy Fee Structure and classed under Technical Assistance – Programme (TE-P). The level will be based on the Consultant's expertise and experience.