

National Recovery Program Bureau

TERMS OF REFERENCE

Staff Role

Office Coordinator

Background

Following the devastation caused by hurricanes Irma and Maria in September 2017, the Government of Sint Maarten embarked on a large-scale recovery and reconstruction program, based on the principle of building back better.

Since January 2018, the World Bank is assisting the Government of Sint Maarten. A significant part of Sint Maarten's ongoing recovery and reconstruction program is financed through a Trust Fund financed by the Netherlands, managed by the World Bank, and implemented by Sint Maarten.

To support the implementation of the Trust Fund, the Government of Sint Maarten established the National Recovery Program Bureau (NRPB), which serves as the Project Implementation Unit (PIU) for the Government of Sint Maarten.

Role of the Office Coordinator

The Office Coordinator is responsible for the efficient management of office support operations, ICT and facility maintenance. This role requires a high level of organization, attention to detail, and effective communication to ensure a smooth functioning workplace environment.

Key Responsibilities:

- **Support Team Liaison:**
 - Serve as the first point of contact for Support, ICT, and Facilities team members.
 - Distribute tasks to Support Team members.
 - Oversee execution of tasks of Support Team Members.
 - Develop and execute office procedures to optimize efficiency.
 - Provide guidance and support to the NRPB members, on office related matters, as needed.
 - Drafting Office policies and procedures on the support function operations

- **Financial and Vendor Management:**
 - Monitor and account office expenditure related to operations, facilities, and maintenance.
 - Manage and assign Adobe Sign workflow processes as required.
 - Maintain positive vendor relationships.
- **Interdepartmental Communication:**
 - Act as a liaison between the Office of the Director and support departments.
 - Facilitate communication between Support, Facilities and ICT and the various departments to ensure smooth operations of NRPB.
- **Facility and IT Management**
 - **Issue Escalation and Troubleshooting:**
 - Escalate significant support, ICT, or facility-related issues to management for resolution.
 - Act as a troubleshooter, addressing minor issues and concerns in the office to maintain productivity.
 - **PPE Management:**
 - Ensure that all personal protective equipment (PPE) is clean and readily available for use.
 - **NRPB Operations Contract Management and Maintenance of Equipment:**
 - Update and maintain records of all building maintenance contracts and insurance policies.
 - Initiate the necessary legal checks and prepare advice for contract renewals and ensure timely renewal processes.
 - Coordinate and schedule maintenance services based on contractual agreements with the various service providers.
 - Monitor and approve IT Consultants contract and invoices.
 - **Utility Subscriptions and Inventory:**
 - Handle subscriptions and cancellations for utilities such as internet, telephone, water, and electricity.
 - Handle various insurances ensuring renewal of policies and acting as central coordination point for claims.
 - Maintain an accurate inventory list of office furniture and keys and coordinate updates with FM for the asset registry.
 - **Maintenance Coordination:**

- Office maintenance tasks, security and fire, water coolers and other office service providers
- **Office Repairs and Vehicle Services:**
 - Coordinate and execute office repairs as required.
 - Arrange and manage services/repairs for office vehicles through MotorWorld, including payment.
 - Initiate and manage reports in the event of vehicle theft or vandalism.
- **Emergency Preparedness:**
 - Prepare the office for hurricane season, including securing important documents and assets.
 - Implement protocols to ensure the office is ready before a storm or adverse weather conditions.
 - Inspect the building after heavy rainfall or storms, ensuring readiness for resumption of work.
- **People Coordination activities**
 - Coordinate the team members.
 - Ensure that behavioral expectations of the team members (both staff and consultants) are properly set and communicated.
 - Ensure that performance reviews (both staff and consultants) are conducted fairly, accurately, and in a timely manner.
- Conduct any other ad hoc support, facilities or IT related task required to ensure smooth operations of NRPB.

Contractual Arrangements. Duration of the Assignment and Performance

The start date of the contract will be March 2024 or soon thereafter. The contract's duration will be 36 months (about 3 years), with a probation period of 2 months, renewable on an annual basis until the closing date of the project (i.e. 2028). The Office Coordinator is expected to work full time – 8 hours/day within Philipsburg, Sint Maarten unless work requires for travel abroad.

The performance of the Office Coordinator will be appraised by the Director of Operations based on the timely implementation and execution of tasks described under the key responsibilities for the role.

Remuneration for this function is in accordance with the remuneration policy for civil servants on Sint Maarten and falls in scale 11 (ranging from, US\$ 3,300 – 4,800 US\$ gross per month). Scaling is done according to education and relevant experience.

Qualification requirements

Minimum Requirements:

- A bachelor's degree in business administration, Facilities Management, Office Management, or a related field is preferred.
- Minimum of 5 years of experience in office coordination, facilities management, or a related role.
- Demonstrated experience in contract management, maintenance coordination, and vendor relationship management.
- Previous experience in overseeing office renovations, emergency preparedness planning, and coordination of support services is advantageous.

Preferred experience and skills:

- Knowledge of building maintenance contracts, insurance policies, and relevant regulations.
- Familiarity with emergency preparedness protocols and procedures.
- Understanding of facilities management principles and best practices.
- Knowledge of budget monitoring and expenditure tracking.
- Experience in using Adobe workflow or similar tools is a plus.
- Strong organizational skills with the ability to manage multiple tasks and responsibilities simultaneously.
- Proficiency in using office software applications, including Microsoft Office Suite and project management tools.

Strategic Competencies – brief description

NRPB as an organization is committed not only to what we must achieve but also on HOW we are going to reach our objectives. Therefore, for this position we are looking for a profile that displays the following competencies:

Professional Acumen - Intermediate Level

- Applies problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems.
- Determines the potential causes of the problem and works on certain scenarios.
- Sees opportunities and takes the initiative to act on them.
- Understands that responsible use of resources maximizes our impact on our beneficiaries.
- Open to change and flexible in a fast-paced environment.
- Effectively adapts own approach to suit changing circumstances or requirements.
- Evaluates data and courses of action to reach logical, pragmatic decisions.

- Takes an unbiased, rational approach with calculated risks.

Looking at the bigger picture – Strategic outlook – Intermediate Level

- Considers whether short term goals will support the long-term objectives.
- Advises on process improvement initiatives.
- Analyzes data for making recommendations in their area of expertise.
- Develops the ability to apply principles of social policy building in day-to-day activity.

Leading myself and the others – Intermediate Level

- Regularly provides constructive feedback and recognition to team members regarding job performance.
- Collaborates and supports the development of others.
- Shares own knowledge and best practices with others for the purpose of assisting in their ongoing development.

Respect for diversity - Intermediate level

- Treats all individuals with respect.
- Responds sensitively to differences and encourages others to do the same.
- Shows flexibility in changing the styles when faced with multiple dimensions of culture to be effective across cultural contexts.
- Understands multiple cultural frameworks, values, and norms.

Successful Communication – Intermediate level

- Explains issues clearly and succinctly.
- Writes clearly and succinctly in standard communication settings and styles.
- Can clearly identify the subject and state the purpose of the communication.
- Communicates with impact as well as with empathy.
- Remains calm when dealing with conflicts; shows empathy.

Relationship Building. Consultation and Collaboration – Advanced level

- Maintains effective communication.
- Shares ideas, issues, and opportunities with members of personal network
- Attends and maintains relationships with relevant formal and informal professionals.
- groups and organizations
- Demonstrates leadership in teams.
- Assigns and communicates roles, accountabilities, and authorities to maximize team effectiveness

Courage and Integrity – Intermediate level

- Maintains general knowledge of ethics, laws, regulations, standards that may impact the organization.
- Reinforces difficult decisions that align with the organizational strategies and goals.
- Enforces policies consistently.
- Influences others to behave in an ethical manner.
- Takes immediate action regarding reports of unethical behaviors or conflict of interest.

- Creates processes to ensure confidentiality of the information that he/she is aware of considering his/her job role.

How to Apply?

Interested applicants can send their English CV by email ONLY to the email address stated below. Applicants should ensure that their CV is received before Monday, February 5, 17h00 AST. Any CV coming in after this date and time may not be considered.

Before you proceed to apply, please consider the following requirements:

- Upon selection for an interview, applicants will be requested to produce evidence of the educational and professional qualifications pertaining to the minimum requirements. References may be asked for.
- Applicants may also be subject to satisfactory background checks.

In the subject line, clearly state the position you are applying for.

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The CV should clearly show the relevant experience and competences outlined in the terms of reference above