

# National Recovery Program Bureau

## TERMS OF REFERENCE FOR Office Assistant Staff Role

### Background

Following the devastation caused by Hurricane Irma and Hurricane 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 Assistant

The Office Assistant will support NRPB personnel by fulfilling, among others, administrative, facility coordination and operational duties under the supervision of the Manager/Coordinator of the Support Team.

NRPB is a paperless organization, therefore, the above duties are performed by using document management tools and technology.

### Key Duties and Responsibilities

#### *Administrative support*

- Receive, register, and route all incoming transactions related correspondence; including but not limited to procurement and/or financial management documents etc.

- Organize logistical and travel arrangements for staff and consultants.
- Assist in the planning and execution of logistical operations for meetings, seminars, or similar events.
- Maintain up-to-date unit files (both paper and electronic).
- Draft routine correspondence and edit/proofread materials. Use word processing or desktop publishing skills to produce complex text, reports, figures, graphs, etc.
- Maintain distribution lists, phone/address lists of project/product contacts, and distribute documents for the team.

#### *Operational support*

- Assist in projects mission planning, including scheduling with counterparts, field visit arrangements, participate in missions where necessary, assist in overall project supervision, follow up on outstanding issues, etc.
- Coordinate with local consultants engaged to support delivery of the NRPB projects, process consultant contracts and payments.
- Serve as an information resource on status of projects (e.g., procurement, disbursement, audit, trust fund/co-financing, and legal issues) and draft a variety of standard project-related correspondence.
- First review level of accuracy of the documents being processed, including crosschecks, based upon an agreed procedure.

#### *Office management and Facilities management duties*

- Management of office supplies.
- Coordinates and supervises the activity of the cleaning and maintenance personnel.
- Oversees small building projects, renovations, or refurbishments.
- Coordinates relocation activities within the organization

In General, any other responsibilities/functions deemed necessary by the Manager, to meet the level of the services in the organization.

### **Duration of the Assignment and Performance**

The start date of the contract will be May 2024 or soon thereafter. The contract's duration will be up to 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 Assistant is expected to work full time – 8 hours/day within Philipsburg, Sint Maarten unless work requires for travel abroad.

The performance of the Office Assistant will be appraised by the Manager/Coordinator of the Department based on the timely implementation and execution of tasks/behavioral expectations 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 7 (ranging from US\$ 1,800 – 2,993 US\$ gross per month). Scaling is done according to education and relevant experience.

## Qualification requirements

### Minimum requirements

- At least an Associate/ MBO degree or equivalent in Business Administration, Finance, Office Management, or another related field.
- At least 3 years' experience as an office management assistant or project management assistant.
- Experience in managing documentation, including the proper filing, and archiving of large amounts of files.
- Experience in preparing briefings and reports.
- Proven to have strong computer skills, Microsoft Office
- Fluency in English language, both written and spoken

### Preferred Experience

- Dutch language skills are an advantage.
- Experience in project management.
- Experience in facility management.
- Knowledge of Microsoft SharePoint will be a strong advantage.

## Strategic Competencies

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

### Leading myself and the others – *Beginner Level*

- Solicits input in gathering data that helps identify and differentiate the symptoms and root causes of defined problems.
- Performs tasks according to quality and output standards.
- Solves problems and escalates issues with suggestions for further investigation and options for consideration as required.

### 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.

### Looking at the bigger picture – Strategic outlook – *Beginner Level*

- Aligns current work and activities with the NRPB's strategic goals.
- Acts on and implements strategies and policies in accordance with the NRPB's strategic goals.
- Comprehends operational and organizational goals and direction.

### Relationship Building. Consultation and Collaboration – *Intermediate level*

- ✓ Shares information and readily determines to whom to go for relevant information.
- ✓ Seeks assistance and feedback in the problem-solving process.
- ✓ Fosters teamwork
- ✓ Initiate collaboration on projects or methods of operating
- ✓ Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first.

### 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.

### 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 **Thursday 18 April at 17h00 AST**. Any CV coming in after this date and time may not be considered.

In the subject line, clearly state the position you are applying for. National Recovery Program Bureau [jobopportunity@nrpbxm.org](mailto:jobopportunity@nrpbxm.org)



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

When applying, 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.