

Terms of Reference

Position: Administrative Assistant (AA)
Project Title: Integration of Social Accountability into National and Sub-National Systems Project
Budget line: TF0B2195
Duty Station: NCDDS, Phnom Penh
Duration: 31 Months (subject to satisfactory annual performance review with 3 months of probation period).
Basis: Individual Contract Staff

1. BACKGROUND

National Program on Sub-national Democratic Development

The Royal Government of Cambodia has committed to improve Sub-national Democratic Development (SNDD). The National Committee for Sub-National Democratic Development (NCDD) was established by Royal Decree to undertake the Organic Law and Decentralization and Deconcentration reform through Democratic Development. To implement these legal documents, NCDD developed a 10-year National Program (NP-SNDD) which is divided in 3 phases, or platforms. The first 4-Year Implementation Plan (IP3) of the NP, which ran from 2011-14, focused on developing Sub-National Administration (SNA) operational systems and procedures. The second phase (the IP3-II), which covers the period 2015-2017, aims to apply the new structures, systems and procedures developed during the first and second phase to improve SNA service delivery and governance. The third (the IP3-III), which covers the period 2018-2020 focuses on key priorities wish to achieve in the final phase of the NP and includes the continuing to strengthen the transfer of functions and to increase financial resource to SNAs. The National Program phase II 2021-2030 is under designed to continue strengthening the Decentralization and Deconcentration reform.

Social Accountability

Social accountability is an essential component for improving SNA service delivery and governance. Therefore, the Social Accountability Strategic Plan was approved by NCDD on July 11, 2013 and Frameworks for Implementation of the Social Accountability Strategic Plan have been developed and approved twice which are ISAF-I (2016-2018) and ISAF-II (2019-2023). The Strategic Plan and its frameworks have been implemented through the cooperation between the NCDDS, development partners and civil society organizations in order to enhance the constructive engagement between citizens and government as an integral element of governance arrangements – through which public decision-making and action takes place. It includes all those activities in which citizens and their representatives can advocate for their interests (voice) and thereby check the performance of officials and service providers (accountability) as they make, implement and enforce public decisions (collective choices) relating to rights, regulations, investment/resources and service delivery.

The I-SAF represents an integral component of the NP-SNDD. The both phases of I-SAF specify activities to be undertaken by the demand side – led by civil society organizations and the supply side-by government entities at national and sub-national level. During I-SAF Phase II, World Bank through multi-donor trust fund on Social Accountability and Service Delivery (SDSD-TF) has designed two projects following: (i) Integration of Social Accountability into National and Sub-National Systems Project which NCDDS is an implement agency to coordinate and support I-SAF supply side and (ii) Engaging Citizens to Improve Service Delivery Through Social Accountability Project which World Vision International-Cambodia is an implement agency to coordinate and support I-SAF demand side.

NCDDS Structure

The NCDD Secretariat, responsible for overall IP3 program management and coordination, is comprised of four divisions as follows: The Policy and Analysis Division; the Program Management and Support Division; the Monitoring and Evaluation and Information Division; and the Finance and Administration Division. The responsibility for management of the I-SAF has been mainly assigned to the Monitoring and Evaluation and Information Division (MEID).

To support the Project Operation at National Level, the project is seeking a qualified candidate for the post of **Administration Assistant**.

2. DUTY AND RESPONSIBILITY

Administration Assistant's primary roles is to provide support to the government staff in administration management as well as support to administration unit in order to maintain good administrative management system for the project. He/she will oversee to all office procedures and other tasks as assigned by the management. He/she is responsible for the following tasks:

1. Maintain office workflow to coordinate work and meetings.
2. Maintain confidentiality in all aspects of project information.
3. Interact with government officials, vendors and visitors.
4. Respond to telephones calls and transfer to appropriate staff member.
5. Open, sort and distribute incoming correspondence, including emails.
6. Sign for and distribute courier mail or other delivered packages.
7. Prepare responses to correspondence containing routine inquiries.
8. Perform general clerical duties which include, but not limited to, copying, mailing and filing.
9. File and retrieve organizational documents, records and reports.
10. Prepare documents, reports, memos, letters using word processing, spreadsheet.
11. Compile data and prepare documents for consideration and presentation to the Project Coordinator.
12. Set up and coordinate meetings and conferences.
13. Prepare agendas and arrange project meetings and workshops
14. Ensure that all the project equipment are entered correctly and up to date at NCDDS Inventory Database (NID).
15. Assist relevant staff at national and provincial level in entering and maintaining the inventory database system.
16. Assist and control fuel supply for all vehicles.
17. Collaborate with drivers on daily work arrangement.
18. Prepare mission letter and travel arrangement for team work to the field.
19. Control of office supplies and arrange for office equipment maintenance
20. Other duties as assigned by the project manager

3. QUALIFICATION AND EXPERIENCE REQUIREMENT

The applicants shall have the following qualifications:

1. Education background: Bachelor's degree of Public Administration, Law, Business Administration, other similar qualifications.
2. At least three (3) year experience in general office procedures especially government administration
3. Ability to operate standard office equipment, including but not limited to computers, communication equipment and photocopy machines.
4. Knowledge of Microsoft office and spreadsheet, and those know more computer skills (data management, internet, email and other communication tools)
5. Fast learner and work well with the project team.
6. Good communication skills, written and spoken, in Khmer and English.