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Assignment title	Receptionist / Front Desk Officer
Location	Islamabad, Pakistan
Job Code	A-001

Assignment Description

Deliver friendly, efficient customer service and create a warm and welcoming atmosphere for all of our guests. Serves visitors by greeting, welcoming, and directing them appropriately; notifies company personnel of visitor arrival; maintains security and telecommunications system.

Reporting to	Office Manager
Key relationships	Team Members: Finance and Administration Team
	Stakeholders: Office Staff
	Government of Pakistan: XXX

Assignment Scope

Position specific

Greet Guests

- Greet guest and visitor and have them seated;
- Consistently conveys friendly, helpful, professional manner;
- Do not leave the reception area un attended, ensure to have back-up for times of absences from front desk;
- Ensure the reception area is neat and clean and maintained in an orderly manner.

Use of PABX System

- Answer and respond to calls in a polite and courteous tone;
- Speaks clearly and distinctly;
- Uses all functions of phone (hold, transfer, etc.) in knowledgeable and ensure calls incoming and outgoing calls are transferred timely;
- Take down messages accurately and fill message slips

Manage incoming and outgoing mail

- Sorts incoming mail and distribute in timely fashion;
- Takes outgoing mail and coordinate courier for timely pick-up;
- Maintain courier in /out record, keep record of courier invoices for monthly bill payment.

Record Keeping and Filing

- Update the address book of staff, partners, donors and vendors;
- keeps files in organized fashion so that materials are easily located;
- Keep record of return mail;
- Maintain daily fax record sheet on excel and prepare monthly summary and send via email to managers

Administrative support

- Booking and confirmation of office board room for meetings & workshops and update board room calendar daily;
- Keep record of newspapers and keep them in proper place;
- Updating PSP staff contact list regularly, saving at drop box and PSP team site;
- Assist in timely invoices / bills processing; Keep record of water bills / courier invoices received, share with office administrator/ manager complete document for monthly bill process;
- Ensures office electronic equipment in working condition and daily paper fill in. i.e. Photocopier, printers, scanners;
- Assist management and administration in photocopying, fax, and courier;
- Capable to make future appointments and answer inquiries and other duties as and when assigned;



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- Assist in monthly stationary and supplies stock record keeping;
- Assist in in-house meeting refreshment arrangements as and when required;
- Update PSP staff birthday list.

General

- Adhere to all security advice from National Risk Manager and the Coffey International Development HSSE Manager.
- Adhere to Coffey International Policies and Procedures as outlined in the Programme Operations Manual.
- Submit all technical outputs for peer review prior to client submission in accordance with Coffey International Development's quality assurance procedures.
- Report in advance possible resourcing decisions and/or any procurement to the Programme Manager to ensure all programme costs are properly supported within the PSP budget.
- Engage in the activities of the Programme Management Team and contribute to the progression of the programme, to ensure delivery of project outputs and outcomes in line with the PSP log-frame. This will involve routine whole-of-project meetings (each week) to undertake detailed review of progress against the log-frame, adjusting workplans and resourcing on an ongoing basis to remain on track.
- Undertake other activities reasonably requested by the Team Leader, Programme Management Team, or by the client (DFID) through the Project Director for the successful accomplishment of the programme's immediate objectives.

Timesheet signatories

1. Office Manager
2. XXX

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Person Specification

A. Essential

- Degree in Social Sciences or Business Administration.
- Demonstrated at least 1 year experience in Office management
- Experience in meeting scheduling and arrangement
- Experience in inventory management will be a plus.
- Demonstrated use of office equipment (Photocopier, telephone, Fax machine, Shredder etc)
- Proven experience of coordination with large-complex teams
- Good communication skills, including active listening skills and Strong written communication.
- Exceptional interpersonal and skills and an ability to work collegially with team members and stakeholders.
- Ability to think clearly and logically.
- Ability to allocate and review priorities to meet deadlines.
- Working knowledge of the Microsoft Office suite.

B. Desirable

- Pashtu Language skills.

C. Special conditions

Individuals are ineligible to be engaged for positions on PSP where they have been:

- Engaged, in service or in any manner whatsoever connected with any intelligence agency or regular professional armed forces;
- Refused entry in Pakistan at a port of entry, or
- Deported from or asked to leave Pakistan by any Pakistan governmental authority.

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Background Information

Poor governance and lack of access to security and justice in Khyber Pakhtunkhwa (KP) and Federally Administered Tribal Areas (FATA) are undermining political stability in Pakistan and hindering progress towards the Millennium Development Goals (MDGs).

DFID's 2011 Country Governance Analysis identifies declining governance indicators, including access to justice, as drivers of instability and underdevelopment in Pakistan, but notably in KP and FATA.

Since the Government of Pakistan (GOP) completed its Post-Crisis Needs Assessment – Khyber Pakhtunkhwa & Federally Administered Tribal Areas (PCNA) in 2010, Pakistan has remained in a state of crisis. The crisis drivers identified by the PCNA include a systemic failure to protect basic rights, a lack of accountability of the administrative system, minimal avenues for participation of civil society in public affairs and substantial weaknesses in governance and rule of law that created space for militants to claim to deliver speedier justice. There is a fundamental lack of trust in the capacity of existing institutions to deliver services fairly and address needs. Corruption is a further driver of the crisis

PSP Aims & Objectives

Peacebuilding Support to the PCNA Pakistan (PSP) aims to implement the PCNA in order to improve trust in the state to help counter support for militancy. The programme will improve security, justice and governance service provision and enable citizens to exercise their rights. The PSP aims to lead to increased stability and therefore more progress towards the MDGs.

Programme Overview

The programme will support:

- Output 2 – Strengthened Rule of Law (Security & Justice) in KP
- Output 3 – Two-way communications between the state and the people

These outputs will be supported by rigorous monitoring and evaluation and research. They will be delivered using a modular 'projects' approach, in which successful interventions can be scaled up or rolled out to new target areas and unsuccessful interventions can be scaled down or shut off completely.

PSP will improve security, justice and representative governance through a combined supply and demand approach that:

- Strengthens service delivery through institutional development
- Enables citizens to engage with the state and articulate their demands through legal empowerment and improved communication channels
- Supports local community led security and justice provision to increase access
- Uses communication to improve relations between people and the state but also to put pressure on the state to be accountable and transparent.

Cross-cutting Issues such as Conflict, Gender and Human Rights

To achieve its objectives, the programme will:

- Use a conflict sensitive approach
- Address gender inequality
- Address human rights as a conflict driver
- Use political engagement as an enabler

We are equal opportunity employer. Women professionals are encouraged to apply. Please submit your application at Careers.Pakistan@CoffeyPakistan.com with a clear **Job title and Job Code** in email subject line. Deadline for applications is **15-April-2014**.