

**INTERNATIONAL PLANNED PARENTHOOD FEDERATION
(IPPF)**

JOB DESCRIPTION

Job Title:		Division:	
Operations Assistant		Americas and the Caribbean Regional Office (ACRO)	
Location:	Responsible to:		Date:
Port of Spain – Trinidad	Head of Operations		April 2022

1. JOB PURPOSE

The Operations Assistant supports the smooth running of the area of Operations in ACRO, handling daily finance, administrative, human resources, safeguarding and logistical tasks.

2. KEY TASKS

Finance

- To process Operations purchase and payment requests as other relevant operations in NetSuite.
- To maintain worksheet of new hires, internal transfers, modification to the overall budget.
- To prepare the administrative documents to transfer the funding to the MAs, including grant certificates, funding agreements and amendments when needed.
- To assist Finance Controller and Head of Operations to develop annual budget projections and to do monthly/quarterly spending forecasts.
- To process requisitions for supplies and equipment following under finance budget.
- To assist Finance Controller for internal or external audits.
- To maintain the system for travel ACRO staff, ensuring that all trips are approved, travel advances issued, and expenses submitted efficiently upon completion of trips.
- To verify all the bills sent by hotels, travel agents, vendors, consultants, MAs after completion of visits, meetings, services, workshops, events, etc., and doing further processing of accounts.
- To manage inter-office account for ACRO.
- To adhere to the organisation's financial policies and procedures.
- To prepare the per-diems for the participants in meetings organised by ACRO and ensure that enough petty cash is available.

Human Resources (HR) and safeguarding

- To coordinate the day-to-day administration of the personnel function within ACRO.
- To maintain ACRO organisational records on staff leave, providing regular updates to staff and management.
- To be responsible for record maintenance and contributing to payroll processing.
- To maintain and updating staff files, hard and soft copies.

- To support staff recruitment and selection of procedures including advertising positions internally and externally, through appropriate media as agreed with the HR Adviser, inviting selected candidates for interview, and ensuring logistical arrangements for interviews and follow up after interviews as necessary.
- To coordinating staff induction and training activities in liaison with the HR Adviser and ACRO managers and directors.
- To issue work certificates and other routine documents for ACRO staff upon request and in accordance with ACRO procedures.
- To maintain and update HR's filing system, mailing and forms retrieving documents as requested by the Senior HR Advisor.
- To be fully cognizant of IPPF ACRO HR policies, procedures, and forms.
- To support safeguarding as required by the HR, Admin and Safeguarding Adviser.

Administration and logistics

- To manage the office reception.
- To ensure the maintenance of an updated and accurate database of all contacts, including the global address list, as per protocols, and ensure prompt response to internal and external requests for addresses and telephone numbers.
- To provide guidance for all couriers and for printing, labelling and dispatch of official greetings, invitations, etc.
- To organize quotations and bookings of hotels and airfares, and assisting in preparing budgets for visits, meetings, workshops, and events.
- To assist in preparing travel requisitions in electronic Information Management System (eIMS).
- To be responsible for ensuring timely travel and logistical arrangements relating to visits, meetings, workshops, and events including hiring vehicles for official local travel for staff and official visitors. These include coordinating for requisite approvals, arranging for flights/ trains, visas, airport transfers, local conveyance, hotel bookings, conference rooms, refreshments, etc.
- To ensure preparation for conferences and meetings.
- To coordinate with relevant internal and external stakeholders, effective execution of visits, meetings, workshops, and events, as required.
- To be the focal point for the travel agents/ vendors of IPPF ACRO and to monitor the level of service provided by them.
- To be responsible for preparation of regular (monthly/quarterly/annual) management reports, related to Administration and Logistics.
- To ensure that services have the required number of quotations as stated in the ACRO Standard Operation Procedures.
- To prepare and process consultant contracts based on the standard IPPF templates and procedures.
- To maintain hard and electronic filing systems for the Operations team.
- To handle correspondence, logistical and travel requirements of the operations team.

Other

- Fully integrates a gender equality -including Sexual Orientation and Gender Identity-, racial and ethnicity diversity approach in all IPPF ACRO activities.
- Contributes to a working culture of equality, diversity, trust, and excellence.
- Embraces safeguarding and other internal policies and is compliant with their implementation.
- Upholds the values, ethics, and culture of IPPF and is an ambassador of the organization.
- Undertakes any other reasonable duties that may be requested.

3. RESPONSIBILITIES

Occasional use of petty cash.

PERSON SPECIFICATION

4. EDUCATION & WORK EXPERIENCE

Bachelor qualification in business, accounting or economy, or equivalent working experience. At least 3 years experience in similar positions, especially in matrix organizations.

5. PROVEN ABILITY

- Ability to work in complex environments and able to prioritise among multiple responsibilities.
- Understanding of political, cultural, and socio-economic dynamics across the Americas and the Caribbean and knowledge of its significance in the international context.

6. SKILLS

- Excellent interpersonal and written communication skills including ability to interact with diverse groups.
- Ability to listen, respond and relate with respect, empathy, and congruence.
- Strong analytical skills and good IT skills – ability to use MS Office. Database skills desirable.
- Exceptional attention to detail.
- Strong organisational and time management skills to meet deadlines.
- Ability to work independently and as part of a team
- Willingness to visit vendors and hotels to understand the products or services availability
- Outstanding command of English and working knowledge of Spanish is essential. French or Portuguese are desirable.
- Excellent networking and influencing skills.

4. COMPETENCIES

- Operates collaboratively at every level in the region.
- Value-driven individual with a rights-based and gender-sensitive perspective and a strong commitment to the populations IPPF serves
- Integrity, sound judgement and ability to maintain confidentiality and a flexible personal style.
- Ability to listen to feedback and to respond and relate with respect, empathy, and congruence.
- A positive approach to challenges with strong problem-solving, innovative, and creative thinking competencies.
- Commitment to the multi-cultural and diverse environment in which IPPF operates.
- A true self-aware team-player.
- Commitment to accountability and safeguarding, and zero tolerance to discrimination on any grounds.
- Fully committed to bodily autonomy and women's right to choose and to have access to safe abortion care.