

**Child Protection and Family Services Agency
Ministry of Education, Skills, Youth & Information
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE	Administrative Assistant
JOB GRADE	Level 6
POST NUMBER	
DIVISION	Corporate Services
REPORTS TO	Director, Corporate Services
DIRECT REPORTS	N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Corporate Services Division

Date Created/Revised

JOB PURPOSE

The Administrative Assistant plays a critical role in providing high-level administrative support to the Director of Corporate Services, ensuring the efficient and effective management of the division. This role facilitates the seamless delivery of Corporate Services functions by maintaining accurate records, promoting timely and clear communication, and coordinating divisional activities. Additionally, the Administrative Assistant contributes to the overall success of the Agency by supporting the Director in achieving strategic goals and objectives.

KEY OUTPUTS

- Well-organized and efficient administrative systems supporting the Director's activities.
- Accurate and up-to-date records and documentation.
- Timely and professional correspondence and communication.
- Coordination of meetings, events, and departmental activities.
- Reports, presentations, and other deliverables prepared as required.
- Effective support for the Director in achieving divisional objectives.
- Request for information are responded to within established guidelines
- Proper storage and retrieval of supporting documentation manually and electronically
- Logistics in place for presentation seminars, workshop etc.
- Office administration managed and office supplies maintained
- Meetings arranged and recorded, and minutes of meetings accurately produced
- Travel arrangements made
- Diary maintained
- Reports produced and correspondence managed

JOB RESPONSIBILITIES

Administrative Support:

- Manage the Director's schedule, including appointments, meetings, and travel arrangements.
- Handle incoming and outgoing correspondence, ensuring timely responses where required.
- Handle confidential information with discretion and professionalism.
- Write and/or draft correspondences, presentation, documents and/or other written materials as required
- Prepare and submit monthly, quarterly, annual and any other report as required
- Attend staff meetings monthly, quarterly, annually and at any other time as required

- Attend meetings and serve on Committees on behalf of the Corporate Services Division as required
- Ensure timely attendance at meetings as required
- Maintain confidential and trusting relationships in accordance with the mandate of the Agency
- Organize meetings hosted by the Director - prepare agenda for meetings and organize relevant information and documents; take minutes at meetings and produce and distribute them in accordance with established guidelines; follow up on the implementation of actions from meetings and report to the Director accordingly

Coordination and Communication:

- Serve as a liaison between the Director and internal/external stakeholders.
- Coordinate departmental meetings, including preparing agendas, taking minutes, and following up on action items.
- Facilitate communication between the Director and other functional areas under Corporate Services.
- Coordinate the receipt, distribution and dispatch of files and correspondences within the office to ensure that matters are addressed in accordance with standards

Records and Documentation:

- Maintain accurate and up-to-date records for all Corporate Services functions.
- Assist in the preparation and organization of documents for audits, reviews, and strategic planning.
- Ensure proper filing and documentation in line with records management policies.
- Assist with the processing of new employees - creating of files, ensuring relevant documentations are received and signed
- Develop, implement and maintain an effective records management system (manual/electronic) for the Corporate Services Division that allows for speedy retrieval of documents/information as well as security of documents in accordance with the established standards

Support for Core Functions:

- Assist with Corporate Services activities, including recruitment coordination and employee onboarding.
- Support Procurement processes, including tracking purchase orders and maintaining vendor records.
- Assist with the planning and execution of staff welfare activities
- Assist with the booking of venues for events
- Maintain calendar, schedule appointments and meeting rooms for the Director
- Receive and make telephone calls on behalf of the Director
- Receive/host visitors to the Director
- Make travel arrangements and prepare itinerary for business trips
- Identify and resolve minor problems and situations that affect the efficient flow of work in the Director's Office

Performance Management:

- Assist with the development and implementation of the Corporate Services Division's strategic Operational Plan
- Develop and implement Individual Work Plan

General Duties:

- Manage the acquisition and distribution of stationery and office supplies for the Director Corporate Services.
- Represent the Agency at meetings, seminars, conferences as directed
- Perform other duties as assigned by the Director of Corporate Services.

PERFORMANCE CRITERIA

- Key outputs are produced within agreed timeframes and required standards and deadlines are achieved
- Confidentiality of information obtained on the job is preserved
- All documents produced are accurate, adequately formatted and are completed within the stipulated timeframe
- Quality and professionalism of written communication and correspondence.
- Accuracy and organization of records and documentation.
- Files are effectively managed and stored
- Efficient coordination of meetings, events, and activities.

JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)

- Access to confidential information
- Screen calls and visitors
- May be required to work beyond normal working hours to meet deadline
- Acts as the primary administrative point of contact for the Director of Corporate Services.
- May coordinate with other divisions and external stakeholders on behalf of the Director.

QUALIFICATION & EXPERIENCE

- Assoc. Degree in Human Resource Management/Management Studies/Public Administration/Business Administration
- CPS Certification
- Minimum of three (3) years' related experience

OR

Any equivalent combination of education and experience

REQUIRED COMPETENCIES

- Knowledge of the Child Care and Protection Act, Children (Adoption) Act and other relevant legislation
- Knowledge of issues affecting children locally and internationally
- Excellent oral and written communication skills
- Knowledge of events planning
- High level of initiative
- Proficiency in use of Microsoft Office Suite technology (Word, Excel, Access, PowerPoint etc.)
- Training in Records Management
- Knowledge of Office Procedures and Administration
- Excellent interpersonal and Customer Service skills
- Good time management and organizational skills
- Ability to multi-task, and to work under pressure
- Team-oriented mindset with a proactive approach to problem-solving.

WORK RELATIONSHIPS

Internally

All Members of Staff

Externally

MDAs

Child Care Institutions

Suppliers

VALIDATION

This document is validated as an accurate and true description of the job when agreement of the Chief Executive Officer is signified below.

CEO, Child Development Agency

Date