

TERMS OF REFERENCE:

Title: PROVINCIAL ADMINISTRATION OFFICER NTT (PAO NTT)

Eligibility Criteria: Open to Nationals Only **Location:** Kupang, NTT

Position Type: Fixed Term Position **Term:** -

Reporting To: 1. General office coordinator (direct reporting)
2. Operations Manager (Indirect reporting)

1 BACKGROUND OF THE PROJECT

The Australia-Indonesia Partnership for Promoting Rural Incomes through Support for Markets in Agriculture (PRISMA) is a five-year program (2019 – 2023) funded by the Australian Government's aid program and implemented in cooperation with the Government of Indonesia. The program will build upon the achievements and results of Phase 1 (2013-2018), using a market systems development (MSD) approach to support inclusive economic growth in Indonesia's agriculture sector.

PRISMA will improve smallholder farmers' competitiveness and access to new markets, better inputs, know-how and technology. It will aim to achieve a sustainable 30% increase in the net incomes of a further 700,000 smallholder farming households in Indonesia by 2023 (total 1 million farming households). The program operates in six provinces: East Java, West Nusa Tenggara (NTB), East Nusa Tenggara (NTT), Papua, West Papua and Central Java.

2 PURPOSE OF THE POSITION

Under the direction of the Operations Manager, the **PROVINCIAL ADMINISTRATION OFFICER (PAO) NTT** will assist the Operations Manager in supporting the PRISMA program for accomplishing various administration task to support day to day administration and office operation of PRISMA program at the provincial level (NTT).

3 ROLES AND RESPONSIBILITIES

This position will be expected to:

- **Undertake Receptionist Duties**
 - Undertake receptionist duties including screening incoming phone calls and receiving visitors, vendors, and deliveries in line with our policies and procedures.
 - Managing visitor logbook both for domestic and expatriate's guests, and regularly scan and file it
 - Managing courier delivery services for courier service
 - Managing incoming and outgoing letter in line with our policies and procedures
 - Regularly scan and file incoming and outgoing logbook
 - Assist visitor to contact taxi (if available in the area)
 - Ensuring the latest edition of newspaper/magazine available in the receptionist area
 - Make a coordination to Communication team to ensure the latest update flyer/brochure/info cards about PRISMA is available in our receptionist area.
- **Provide General Administrative Support**
 - Maintaining an efficient office documentation and filing structure in line with PRISMA filing system, specifically file structure in Admin unit
 - Scanning documents and filing it into the filing system
 - Providing and analysing data from Admin file based on requests.
 - Communicate effectively with Project Assistant in Surabaya to processing documents that need verification and approval from Operations Manager and Chief Operations Officer in Surabaya
 - Maintain outgoing letter numbering for Provincial office letter.

- Create desk signage for all staff and ensure it stick properly on each staff's desk
 - Maintain gift register data and ensure it is well recorded.
 - Preparing and updating the welcome note for provincial area information and sharing with new staff or visitors
 - Support organising provincial events from preparing simple budget, activity requests and arranging logistical requirements in line with event procurement procedures.
 - Based on approval from Operations Manager, support program events in person if required
 - Communicate effectively with IT and MIS team to ensure the LAN, database MIS system and internet connection in provincial office are well set up and liaise with IT or MIS if there is a problem related on it.
 - Update potential social risk that could be a risk for program in the provincial area and communicate effectively to Office Manager and all staff.
 - Effectively communicates any potential security risk in provincial area to Safety Officer in Surabaya.
 - Maintain petrol vouchers for provincial office (if any available in provincial office) and maintain the log of petrol voucher and processing the request for the purchase of the petrol.
 - Maintain the balance of GTO (toll gate) stock (if any available in provincial office) and processing the request for the purchase of top up balance including maintain the log of GTO usage by staff
- **Undertake Simple Operation Procurement Process**
 - Assist in managing simple office operation procurement good and services in line with standard operating procures. This includes Request for Quotations (RFQs), doing simple assessment analysis, managing procurement records and documentation
 - Processing procurement filing as per guidelines.
 - Maintain procurement trackers & another related tracker (e.g. for panel etc)
 - Collecting support documents for invoice procurement good and service
 - Have good coordination with the General Office Coordinator in relation to invoicing using Admin cost codes and ensure it is recorded properly in trackers
- **Assist in Asset Management**
 - Managing and maintaining the asset register the province office.
 - Coordinate effective asset register from provincial offices to Event and Procurement Coordinator
 - Regularly undertake physical asset checks and coordinate with Event & Procurement Coordinator
 - Managing asset handovers and asset returns
 - Processing and coordinating any lost assets in accordance with guidelines.
 - Coordinating the maintenance of ITC assets, including staff laptops, handphones and computers
 - Ensure ICT assets that are damaged or requiring maintenance are resolved in a timely manner, if needed coordinating with the IT team.
 - Communicate effectively with the Operations Manager to update and tag equipment and office facilities needed
- **Undertake Office Maintenance**
 - Day-to-day maintenance of office facilities
 - Ensuring an effective and safe working environment in the provincial office, including coordinating with security services for the building
 - Regularly coordinate with office maintenance contractor for cleaning AC, complete AC maintenance log and other day to day office maintenance needed
 - Ensure the office facilities in provincial office is functional, comfort and clean.
- **Manage Outsourced Staff**
 - Supervise the day-to-day performance of the cleaners, driver and security staff including checking their schedules, monthly report, leave and timesheets.
 - Coordinate actively with Operations Manager for any performance related issues with outsourced team members.

- Undertake performance reviews of outsourced team members every 6 months and communicate this with the outsourced company.
- Maintain the provincial driver's schedule, and regularly share it within the team
- Check vehicle logbook.
- Follow up any accident insurance verification, if needed
- Manage car schedule for regular service and maintenance, and coordinate with vendors.
- **Process Admin Regular Payments**
 - Processing Admin Regular Payment invoices such as monthly utilities, monthly internet, monthly office consumables cost, monthly cars, monthly outsource bill and so on
 - Create the regular payment forms from the system, and process it in line with procedures.
 - Coordinate with Project Assistant to receive documents from provincial office and processing it accurately.
 - Maintain invoice copies (record) and estimate date when the original invoice will be received and then sending it to Surabaya office the
- **Maintain the Cash Advance**
 - Maintaining an office advance for paying any provincial office needs
 - Make a claim for reimbursement acquittal to Surabaya office each month.
 - Process a request for an advance each month.
- **Process Travel Booking for Airfares & Hotel**
 - Processing air ticket booking and hotels in line with travel guidelines.
 - Processing travel changes and cancellations
 - Issuing ticket purchase orders and hotel guarantee letters to vendors
 - Maintain travel data trackers and any other related trackers.
 - Complete support documents for any travel refunds and coordinate with AO (Travel & Logistics)
 - Filing travel request forms and other related travel documents
- **Supports the Provincial Manager**
 - Helps prepare provincial level correspondence and communication under the direction of the Provincial Manager, for example: collect data report etc.
 - Arrange provincial level activities coordinating with Provincial Manager
 - Maintain good working relationship with Provincial Government agency and other stakeholders.
- **Other**
 - Coordinate and communicate effectively with the Operations Manager for any risk and issues in relation to the operations of the provincial office
 - Provide other high-level administrative support as required as directed by Operations Manager and the Chief Operations Officer

4 KEY SELECTION CRITERIA

Essential

- Minimum Diploma or Bachelors' degree in a relevant field
- Demonstrable experience in handling administration duties, manage schedules, files/database, and budgets in an organisation of similar size and scale.
- Experience in managing and organising events/activities with high attention to detail.
- Proven ability in handling multiple tasks effectively under time and work pressure
- Effective communicator with interpersonal skills to deal with clients and stakeholders from diverse backgrounds.
- Being proactive, creative and show analytical thinking.

- Understanding of the procurement and travel management
- Fluency in English and Bahasa Indonesia
- Ability to work effectively with Microsoft Office applications.

Desirable

- Understanding of PMK (Government of Indonesia standard costs)

5 FUNCTIONAL RELATIONSHIPS

This position:

- Reports to the General Office Coordinator & Operations Manager
- Working closely with Provincial Manager
- Working closely with other operations and program team members

6 HOW TO APPLY

Please refer to this link to apply: **[PRISMA Provincial Administration Officer NTT \(PAO NTT\)](#)**

or you can your updated CV and application letter to recruitment@aip-prisma.or.id.

This application closed on **Monday, 20 March 2023**.

Women and people with disability are encouraged to apply.