UNICEF OFFICE FOR THE EASTERN CARIBBEAN AREA

TERMS OF REFERENCE
ADMINISTRATIVE SUPPORT CONTRACTOR (OPERATIONS)

| Title of contract: | Administrative Support Contractor (Operations) |
| Country office:    | UNICEF Eastern Caribbean Area Office |
| Duty station:      | Bridgetown, Barbados |
| Section:           | Operations |
| Supervisor:        | Operations Manager |
| Duration of contract: | 11.5 Months (9 September 2019 – 21 August 2020) |

UNICEF works in some of the world’s toughest places, to reach the world’s most disadvantaged children. To save their lives. To defend their rights. To help them fulfil their potential.

Across 190 countries and territories, we work for every child, everywhere, every day, to build a better world for everyone.

And we never give up.

**How Can You Make a Difference?**

**BACKGROUND:**
During the 2017 Hurricane season, the Eastern Caribbean region was exposed to the devastation caused from Hurricane’s Irma and Maria. Irma, the most powerful hurricane ever recorded over the Atlantic Ocean, caused extensive damage and a massive breakdown of essential services in the Eastern Caribbean sub-region. On 21 September 2017, UNICEF’s Executive Director declared the hurricane response in the Caribbean as a Level 2 corporate emergency through 31 December 2017.

Although the corporate emergency declaration is concluded, the UNICEF ECA office continues its humanitarian response across the sub-region. This response, coupled with the developing migrant crises impacting Trinidad and Tobago has resulted in significant increases in workload; mostly prevalent in key operational and administrative areas such as travel support, vendor processing and maintenance, procurement actions, and finance transactions. The sustained workload increase in the Operations unit is anticipated for the balance of 2019 and into 2020. In order to effectively support the increased workload in a high quality and responsive manner, the Country Office is seeking to retain an Administrative Support Contractor to provide supplement operational and administrative support to the Operations Unit. The areas of support envisioned are primarily in travel, vendor registration, VAT processing, Electronic Content Management (ECM), document filing, and other administrative tasks or special projects that may arise from time to time.
PURPOSE/SCOPE OF ASSIGNMENT:
Under the guidance and supervision of the Operations Manager, the Administrative Support Contractor provides support to office operations performing several key administrative functions ensuring high quality and accuracy of work:

1. Support to the Operations Assistant and to Country Officer travelers in the processing of Travel Authorizations and Travel Claims. This includes liaising with travelers, the official travel agency and other staff, as well as maintaining the office’s online travel calendar.
2. Support to monthly filing and reconciliation of official VAT claims for the Country Office.
3. Support to pre-positioning of potential vendors and consignees across the Caribbean Sub-region as a key emergency preparedness measure.
4. Support to vendor database quality review with emphasis on updating contact and banking details for aged vendors.
5. Support to the recently launched Electronic Content Management (ECM) system to include migration of residual files and support to content design of sites in conjunction with site owners and content managers.
6. Support to Operations sections in filing of official documents as needed from time to time.

EXPERIENCE/QUALIFICATIONS:
- A minimum of a secondary (high school) education.
- Certification in Administration is desirable
- A minimum of 5 years relevant experience in administration or programme support service.
- Experience in travel coordination, VAT submission and document management systems desirable.
- Experience in Microsoft Office software packages (MS Word, Excel, etc.)

COMPETENCIES OF SUCCESSFUL CANDIDATE:
In close collaboration with the Operations staff in the UNICEF ECA Office and other sections, the Administrative Support Contractor promotes a client, quality and results-oriented approach.

1. Detail-oriented and driven to achieve results
2. Able to plan and organize work effectively
3. Sets high levels of quality and productivity for self
4. Analyzes and integrates verbal, numerical and other types of data

For every Child, you demonstrate...
UNICEF’s core values of Commitment, Diversity and Integrity and core competencies in ICTs, Working with People and Drive for Results.

CONDITIONS OF SERVICE:
Before commencing work, a consultant or individual contractor shall submit a statement of good health and take full responsibility for the accuracy of that statement, including confirmation that he or she has been informed of the inoculations required for the country or countries to which travel is authorized. Consultants and individual contractors shall assume all costs that may occur in relation to the statement of good health.
RECORE: UNICEF reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if work/outputs is incomplete, not delivered or for failure to meet deadlines. Performance indicators against which the satisfactory conclusion of this contract will be assessed include: timeliness/quality of submission and responsiveness to UNICEF and counterpart feedback.

PROPERTY RIGHTS: UNICEF shall hold all property rights, such as copyright, patents and registered trademarks, on matter directly related to, or derived from, the work carried out through this contract with UNICEF.

HOW TO APPLY: Prospective individual contractors should apply via email at ECAprocurements@unicef.org, indicating in the subjecting line “Administrative Support”, no later than Tuesday, August 13th, 2019. The application package should include the following:

a) A cover letter;
b) Detailed curriculum vitae
c) A duly completed UN Personal History Form (P-11)

UNICEF is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons living with disabilities, to apply to become a part of the organization.

UNICEF has a zero-tolerance policy on conduct that is incompatible with the aims and objectives of the United Nations and UNICEF, including sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination. UNICEF also adheres to strict child safeguarding principles. All selected candidates will, therefore, undergo rigorous reference and background checks, and will be expected to adhere to these standards and principles.

Only shortlisted candidates will be contacted and advance to the next stage of the selection process.