



Human Resources and Administrative Assistant

Job Description

Position title: Human Resources and Administration Assistant
Reporting to: Human Resource and Organisational Development Manager
Location: National Office (NO), Lusaka

1. Purpose of the Job

Perform a wide range of administrative and human resource office support activities for National Office team to facilitate the efficient operation of the organization. The purpose of this role is to provide general administrative and Human Resource support resulting in effective and efficient SOS Children's Villages operations.

2. Administrative

- Covering the reception area and attending to clients and directing them to appropriate offices desk. Answering, screening and transferring inbound phone calls.
- Daily supervision of the office assistants including transport scheduling, cleaning services, maintenance at National Office, etc
- Organizing travel arrangements for staff, booking conference facilities, visitors travel arrangements, couriers, hotels etc.
- Processing office expense sheets and invoices.
- Monitoring stationary levels and ordering office supplies.
- Maintaining computer and manual filing systems.
- Stores management.
- Taking accurate minutes of meetings.
- Carrying out administrative duties coordinating office security.
- Receiving, sorting and distributing mail.
- Ensure maintenance of office equipment
- Support senior executive team manage their diaries.

3. Human Resource

- Provide support to the Human Resource and Organisational Development Manager in the recruitment process at NO and Locations
- Provide orientation for new employees by sharing onboarding packages and facilitating orientation meetings

- Coordinate HR projects (meetings, training, surveys etc) and take minutes
- Preparation of payroll inputs and payroll administration
- Manage staff leave
- Maintain active files of all the staff members
- Process staff requests e.g. loan applications,
- Participate in potential disciplinary meetings and take accurate minutes for such meetings
- Supervise NO office assistants and drivers, set performance goals, performance management, training and development support, etc
- Attend to all staff queries and bring them to the attention of the HROD Manager
- Uphold child safeguarding principles and practices in accordance with the Child Protection Policy
- Any Other Duties As May Be Assigned. The postholder may, from time to time be assigned to carry out other duties within the general level of responsibility of the duties set out above

4. Qualifications and Experience

- Full Grade 12 School Certificate with a minimum of Bachelor's Degree in Human Resource Management, Public Administration, Business Administration or equivalent.
- At least 3 years of proven experience operating in the Administration or Human Resource environment.

5. Key skills required

- Knowledge of office administration procedures.
- Managing multiple and changing priorities at once.
- Diary Management
- Good computer skills including Word, Excel, MS Outlook, PowerPoint.
- Managing administrative processes.
- Excellent communication skills.
- Attention to detail and high level of accuracy.

6. Competence

- Ability to multi-task.
- Good telephone answering skills.
- Ability to work as part of a team.
- High level of discretion and judgment.

Signatures:

Supervisor

Employee

Date:

Date:

