

Office Manager and Language Assistant

Terms of References

| | |
|--------------------------------------|--|
| Project Title: | <i>Integrated Water Resources Management in Kosovo</i> |
| Post Title: | Office Manager and Language Assistant (full-time) |
| Duty Station: | Project Facilitation Unit, Pristina, Kosovo |
| Duration of initial contract: | 12 months (possibility for extension) |

BACKGROUND / CONTEXT:

Skat Consulting Ltd. from St. Gallen, Switzerland has recently launched a new programme funded by the Swiss Agency for Development in Cooperation (SDC) aiming at introducing integrated water resources management in Kosovo (IWRM-K). The Programme is currently in its inception phase that is expected to extend until the end of April 2020, when the 4-years long implementation phase is planned to continue.

The overall IWRM-K programme involves a wide range national and local level interventions, including: **a)** support to development of institutional capacity of the key water sector stakeholders; **b)** preparation of planning and technical base that would inform future water resource management; **c)** support to knowledge and skills development of water professionals; and **d)** grants programme to support implementation of priority measures aiming at improving water resources management across the selected river basins and at national level.

To be able to reach the full-size implementation phase, during the course of the ongoing inception phase, the programme will focus on the following key aspects: **a)** carrying out capacity development needs assessment in the water sector; **b)** formulating the Programme Document that will guide future SDC funding decisions; and **c)** mobilizing stakeholders for the upcoming implementation phase.

The programme will be implemented in close cooperation with a wide range of stakeholders at national, regional (river basin) and local levels, including the Ministry of Environment and Physical Planning with its main constituent agencies (e.g., Hydrometeorological Institute, Environment Protection Agency, River Basin District Authority), other ministries, water companies, municipalities, educational institutions, and CSOs/NGOs.

To be able to facilitate the implementation of the programme at local level, Skat Consulting Ltd. is in process of establishing a local Programme Facilitation Unit (PFU) that will be based in Pristina. The PFU will comprise the following four key positions: Team Leader, Deputy Team Leader/River Basin Planning and Water Information Specialist, Senior Advisor on Capacity Development, Legal and Economic Issues and an Office Manager and Language Assistant.

These TORs describe the scope of work, and the key duties and responsibilities of the full time **Office Manager and Language Assistant**.

Besides the regular administrative work, that involves supervising the provision of general administrative services, the Office Manager and Language Assistant would have an important role in the stakeholder consultation process by providing interpretation services (Albanian – English), taking minutes and drafting reports. As regards the administrative processes, the programme is expected to have a number of procurement and recruitment cases, financial transactions, travel and event management that will be among the core responsibilities of the Office Manager and Language Assistant.

DUTIES AND RESPONSIBILITIES:

Under the direct supervision of the Team Leader of IWMR-K Programme, and overall guidance by the Programme Manager and Programme Director, the Office Manager and Language Assistance will be responsible for the following key tasks:

1. Collect, register and maintain information on programme activities by reviewing reports and through first-hand sources;
2. Contribute to the preparation and implementation of programme reports, by drafting specific parts (e.g., on administrative aspects), and preparation of the financial reports;
3. Assist in monitoring activities by reviewing a variety of records, project inputs, budgets and financial expenditures;
4. Support management of contracts with companies and individuals; organize system for tracking contract implementation and ensure that programme management is timely alerted on the key milestones (e.g., submission and payment deadlines), and possible deviations of the original contract schedules;
5. Provide support to the preparation of project work-plans focusing on operational and financial planning processes;
6. Ensure effective correspondence and communication on administrative and financial issues as required;
7. Provide recommendations on ways to improve programme implementation (e.g., through improvement of administrative processes);
8. Co-ordinate programme related travel;
9. Take lead role in organizing meetings, trainings, workshops with focus on logistical aspects;
10. Provide support in maintaining records of programme inventory/assets;
11. Prepare agenda and arrange field visits, appointments and meetings and draft minutes;
12. Ensure effective filing system that would allow for tracking of programme implementation;
13. Provide interpretation / translation services as required (English to Albanian and vice versa);
14. Provide support to the functioning of the IT and communication equipment of the office;
15. Prepare internal and external correspondence for the PFU, maintain files and assist in the preparation of documentation and presentations for meetings;
16. Support maintaining effective communication with the key programme stakeholders;
17. Perform other duties as required.

QUALIFICATION REQUIREMENTS:

- Minimum university degree (e.g., languages, administration, economics, environment or related);
- At least 5 years of progressively responsible relevant experience (administrative, translation/interpretation), preferably for international organizations and/or similar projects;
- Proficiency in spoken and written English;
- Proficiency in office software/computer use;
- Experience with managing larger budgets for projects/programmes of international organizations.

APPLICATION PROCEDURE:

Interested candidates need to submit their application to dimitrija.sekovski@skat.ch. The application needs to comprise the following documents/information:

1. *Cover letter* (summarizing qualifications and relevance for the position based on previous experience)
2. *Most updated professional CV*;
3. *Contacts of at least three persons* for reference checking purposes.