

## **Guide to Drafting Terms of Reference (TOR) for functions under an National Personnel Service Agreement**

### **1. Position Information**

<b>Office/Unit/Project</b>	<b>UNDP Iran / Management</b>
<b>Title</b>	<b>Administrative support clerk</b>
<b>Level</b>	<b>NPSA4</b>
<b>Duty station (City and Country)</b>	<b>Tehran, Iran</b>
<b>Type (Regular or Short term)</b>	<b>Short- term</b>
<b>Office- or Home-based</b>	<b>Office Based</b>
<b>Expected starting date</b>	<b>1 July 2024</b>
<b>Expected Duration</b>	<b>Three - Six months</b>
<b>Position Number</b>	<b>210931</b>

### **2. Office/Unit/Project Description**

In I.R. Iran, UNDP, as a partner of the Government, has been working since 1966 to contribute to fulfil the country's development aspirations. UNDP has also been engaging closely with other development partners, such as academic institutions and the private sector by providing knowledge products, policy and technical assistance, and innovative development solutions for more than 55 years. Connecting to UNDP Global network of expertise and South-South cooperation are an integral part of our work. UNDP is committed to helping Iran achieve the National Development Goals (NDP) and the Global Goals as articulated in the Country Programme Document.

United Nations Development Programme intends to acquire the services of a National Personnel on part-time basis for providing support to country office upon request.

The National Personnel ensures effective and efficient administrative support to country office with maintaining full confidentiality in all aspects of assignment, protocols, procedures and management of information flow.

#### **Applicant information about UNDP rosters:**

Note: This is a national Roster for UNDP IRAN CO. UNDP reserves the right to select one or more candidates from this vacancy announcement. We may also retain applications and consider candidates applying to this post for other similar positions with UNDP at the same grade level and with similar job description, experience and educational requirements. Being selected for the Roster does not guarantee a placement. Candidates placed on the Roster will be reviewed when a relevant position becomes available.

#### **Contracting Arrangements:**

- a) Successful candidates will be included in UNDP Iran Roster of Administrative support Clerk for a period of 36 months. Entry into the roster system does not necessarily mean that a contract with UNDP is guaranteed. This

will depend on forthcoming needs.

- b) When a request for services arises for this type of position, UNDP shall directly contract the NPSA holder from the roster without the need for further selection processes.

### 3. Scope of Work

The incumbent will provide backstopping support to Executive Associate and also to Programme and Operations Units personnel performing a wide range of office, programme and administrative support as follows:

1. **Correspondence management**, including verbal and written translation as well as communication of incoming/outgoing correspondence and follow up with the relevant units
2. **Liaison** with the Focal Points at the state institutions and else programme partners and stakeholders and close coordination to ensure timely follow up and response, in line with the established protocols
3. **Perform clerical and office support functions**, such as photocopying, preparations for meetings/workshops, developing and disseminating meeting minutes, etc
4. **Management/maintenance of filing systems** including scanning and digitizing the requested files and documents
5. **Management/maintenance of assigned databases** including through regular communications (by emails or phone calls) with the respective group
6. **Collect and compile project specific references, materials, excerpt from reports and else knowledge products** for development of presentations, project briefs, communication materials, visualisation and etc
7. **Support development of workflows, Gantt charts and else process flows** under the guidance of respective Country Office personnel
8. Perform any other duties related to the assignment, as relevant

The above mentioned tasks are indicative duties and a detailed request with deliverables to be produced will be provided by hiring unit on the day the service starts.

### 4. Institutional Arrangement

The administrative support clerk will be under the direct supervision of **HR Associate** and work in close collaboration with management, programme and operations units.

### 5. Competencies

Complete the Competencies section for each set of competencies as follows:

Core		
Achieve Results:	LEVEL 1: Plans and monitors own work, pays attention to details, delivers quality work by deadline	
Think Innovatively:	LEVEL 1: Open to creative ideas/known risks, is pragmatic problem solver, makes improvements	
Learn Continuously:	LEVEL 1: Open minded and curious, shares knowledge, learns from mistakes, asks for feedback	
Adapt with Agility:	LEVEL 1: Adapts to change, constructively handles ambiguity/uncertainty, is flexible	
Act with Determination:	LEVEL 1: Shows drive and motivation, able to deliver calmly in face of adversity, confident	
Engage and Partner:	LEVEL 1: Demonstrates compassion/understanding towards others, forms positive relationships	
Enable Diversity and Inclusion:	LEVEL 1: Appreciate/respect differences, aware of unconscious bias, confront discrimination	
People Management (Insert below standard sentence if the position has direct reports.)		
N/A		
Cross-Functional & Technical competencies (insert up to 7 competencies)		
Thematic Area	Name	Definition
Business Development	Human-centered Design	Ability to develop solutions to problems by involving the human perspective in all steps of the problem-solving process
Business Management	Communication	Ability to communicate in a clear, concise and unambiguous manner both through written and verbal communication; to tailor messages and choose communication methods depending on the audience
Business Management	Customer Satisfaction/Client Management	Ability to respond timely and appropriately with a sense of urgency, provide consistent solutions, and deliver timely and quality results and/or solutions to fulfil and understand the real customers' needs. Provide inputs to the development of customer service strategy. Look for ways to add value beyond clients' immediate requests. Ability to anticipate client's upcoming needs and concerns.
Administration & Operations	Documents and records management	Overall document (hard or electronic) management; registry and retention policy including storing and archiving
Administration & Operations	Events management (including retreats,	Ability to manage events, including venue identification, accommodation, logistics, catering, transportation, and cash disbursement, etc.

	trainings and meetings)	
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#### 6. Minimum Qualifications of the Successful NPSA

<b>Min. Education requirements</b>	<ul style="list-style-type: none"> <li>• Completion of Secondary Education is required or</li> <li>• Bachelor's degree in Business or Public Administration, management and other relevant fields will be given due consideration</li> </ul>
<b>Min. years of relevant work experience</b>	<ul style="list-style-type: none"> <li>• Minimum 4 years with Secondary Education or 1 years with Bachelor's degree of relevant experience in administration or programme support service in UN system, NGO, public sector or governmental entity.</li> </ul>
<b>Required skills</b>	<ul style="list-style-type: none"> <li>• Experience in document management and electronic filing</li> <li>• Experience in the use of Office software packages, and in particular Word, Excel and Powerpoint.</li> </ul>
<b>Desired skills in addition to the competencies covered in the Competencies section</b>	<ul style="list-style-type: none"> <li>• Experience in coordinating events (meetings, events and etc.)</li> <li>• Good communications skills both written and oral</li> <li>• Experience in engaging with stakeholders</li> <li>• Innovative problem solving and effective organizational skills</li> <li>• Good client orientation and planning skills</li> </ul>
<b>Required Language(s)</b>	Fluency in English and Persian (Farsi)