



Job title	Administration Assistant
Programme	Ghana Somubi Dwumadie
Location	Accra, Ghana
Reporting to	Assistant Programme Manager / Programme Manager (matrix)
Responsible for	N/A
Liaison with	Other members of the programme team and consortium, and members of Options' team based in London, funders and external stakeholders, grantees and service providers
Hours	Up to Full time (negotiable)
Type of contract	Full time, Fixed Term Contract
Organisation	
<p>Options Consultancy Services Limited is a leading global health consultancy established in 1992 as a wholly owned subsidiary of MSI Reproductive Choices (formerly Marie Stopes International). We manage health programmes that ensure vulnerable women and children can access the high-quality health services they need. We work with partners to co-create and implement locally informed solutions to complex health problems. This includes governments, development partners, NGOs, civil society and health workers. Our programming is flexible, evidence-based and politically informed. This means we adapt to changing contexts, use data to inform our decisions and ensure our approach is appropriate. Our focus is always on building local skills and systems that last. Our headquarters is based in London, UK with offices in Ghana, Kenya, Nigeria and Nepal.</p>	
Main purpose of the job	
<p>Ghana Somubi Dwumadie (Ghana Participation Programme) is a four-year disability programme in Ghana, with a specific focus on mental health. This programme is funded with UK aid from the UK government. The programme is run by an Options' led consortium, which also consists of BasicNeeds-Ghana, Kings College London, Sightsavers International and Tropical Health, and focuses on four key areas:</p> <ol style="list-style-type: none">1. Promoting stronger policies and systems that respect the rights of people with disabilities, including people with mental health disabilities2. Scaling up high quality and accessible mental health services3. Reducing stigma and discrimination against people with disabilities, including mental health disabilities4. Generating evidence to inform policy and practice on the effectiveness of disability and mental health programmes and interventions	

Ghana Somubi Dwumadie is undertaking a range of activities to address the impact of the COVID-19 pandemic on people with disabilities, including mental health disabilities.

Working under the day-to-day supervision of the Assistant Programme Manager (Ghana), with matrix management support from the Programme Manager (UK) the Administrative Assistant will be responsible for assisting the programme team with administrative support. This includes co-ordination of front desk, operations support, support with recruitment and programme support.

This is a fast-paced role, requiring a flexible approach with excellent attention to detail and great communication skills.

The position will be located in Accra, with some possible travel to the areas of implementation throughout Ghana.

Note: All levels of position in the organisation assume some degree of responsibility for safeguarding. Your accountabilities will align with the level and scope of the position and appropriate training will be provided.

Main duties

1. Front Desk Coordination

- Receive, and welcome visitors, announce and direct them appropriately.
- Professionally determine visitor needs and provide the required supports as may be necessary.
- Maintain and organize reading materials for the reception area.
- Make a quick response to any office phone calls, route calls to specific people as may be necessary and follow up with the concerned staff if any action is required.
- Coordinate letter flows in and out of the office and maintains mail register and records properly.
- Manage office email mailboxes and address relevant correspondence

2. Operations Support

- Errands to support official office business.
- Assisting with photocopy, or printing, being mindful of environmental concerns
- Coordinate usage, checking availability, booking, and setting up of conference room
- Organising dispatch of large or bulky office materials.
- Taking secure delivery of goods supplied and discuss discrepancies with the Assistant Programme Manager to ensure all issues identified are solved promptly.
- Maintain inventory of assets and materials
- Liaising with in-house staff to obtain signatures and approvals as needed;
- Work with Assistant Programme Manager to supervise IT service provider, cleaners, security and gardener
- Liaising with the Assistant Programme Manager, maintain office petty cash account and ensure timely submission of weekly reports.
- Assist with filing and payment of remittances.

3. Recruitment support

- Providing support for staff recruitment, drafting JDs and adverts for review
- Supporting in the tracking and onboarding of new starters, including developing inductions schedules and induction packs and welcome to office
- Any needed support with police checks

4. Programme support

- Supporting in minute taking and documenting decisions agreed;
- Supporting Assistant Programme Manager with flight bookings, visas, travel and accommodation requirements;
- Ensuring filing systems are kept up to date and that all necessary documentation is filed as required (paper and Sharepoint);
- Formatting and editing of reports for delivery to funder;
- Where required update the presentation and formatting of existing tools, processes and policies in line with the programme branding.
- Supporting with management and coordination of Zoom, Teams and other virtual meetings

5. Other

- Ensure that all work is aligned with the Programme's Do No Harm, Safeguarding and Data Protection guidance, as well as Dignity at Work and Equality policies
- In the spirit of teamwork, provide flexible support to colleagues across Options and the consortium

Note: this job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the job holder.

Signed by:

Date:

Person specification

Criteria	Essential	Desirable
Qualifications		
Good level of education	✓	
At least 1 year's experience in a similar role	✓	
Experience		
Experience of disability or mental health, whether through work, or personal or family experience		✓
Experience in supporting a busy office	✓	
Experience working in a national or international development organisation or civil society organisation		✓
Experience managing remote/virtual meetings		✓
Skills and attributes		
Strong operations, administration and organisational skills, and good time management	✓	
Excellent Word, Excel, PowerPoint, Teams/Zoom skills	✓	
Strong verbal and written communication skills	✓	
Able to get along with others and be a team player	✓	
'Can do' attitude	✓	
High level of attention to detail	✓	
Other requirements		
Commitment to equal opportunities	✓	
A strong commitment to the programmes' and Options' principles of Safeguarding, Do No Harm, and to comprehensive sexual and reproductive health and rights.	✓	
Fluency in English (spoken, written, reading)	✓	
Fluency in national Ghanaian languages (spoken, written, reading)		✓
Ability to travel within Ghana as required		✓