



Job description

Job title	Programme Support Officer
Geographic Area focus	All governance spheres (Federal, Provincial & Local) Madhesh, Lumbini and Sudurpaschim Provinces
Reporting and Accountability to	Office Manager
Technical Co-ordination with	
Line management responsibility for	N/A
Liaison with	Logistics Assistant and Finance Officer
Location	Kathmandu
Type of contract	Fixed-term, full-time contract, 40 hours per week, until 31 December 2023
Post holder	To be recruited
Background	
<p>The Nepal Health Sector Support Programme 3 (NHSSP 3) had begun in March 2017 as the technical assistance (TA) component of FCDO's Nepal Health Sector Programme 3 (NHSP3), and included two TA components, the General Health Technical Assistance (GHTA) to support the federal MoHP to deliver its Health Sector Strategy 2015-2022; and the Retrofitting and Health Infrastructure TA (RHITA) to MoHP and Department of Urban Development and Building Construction (DUDBC) to support the retrofitting and rehabilitation of two priority hospitals in earthquake affected areas. A no-cost extension for the programme was confirmed recently, to provide support for completion of retrofitting of the two public hospitals, and to enable essential components of health reform in the context of federalism. The no-cost extension is referred to as RHITA+ reflecting this dual purpose and will be delivered by Options.</p> <p>The health systems strengthening component of RHITA+ will mainly have a sub-national focus and provide support for the early implementation phase of the new Nepal Health Sector Strategic Plan, 2022-2030. The federal constitution mandates local governments to deliver the Basic Health Services package (BHS) and provincial governments are now responsible for most of the referral services. Support is required to enable these sub-national governments to strengthen their capacity for governance and accountability, and to provide quality health services which everyone can access without financial burden.</p>	
Main purpose of the Job	
<p>Based in Ministry of Health and Population, the Programme Support Officer will be responsible to carry out reception duties, programme support duties and assist to the NHSSP staff for the day to day logistic & secretarial support.</p>	

The programme has offices in several locations; in Ministry of Health and Population (MoHP), Family Welfare Division (FWD), Management Division, Oasis Building, Lumbini Province and Madhesh Provinces. Thus, the position holder will provide support to the team on need basis.

Main duties

1. Reception and administration duties

- Managing the mail system (e filing of incoming and outgoing letters with reference)
- Managing the telephone system: answering the calls, taking messages, call logs of international calls etc
- Greeting visitors in a welcoming environment and being their first point of contact for queries
- Maintaining updated record of current electronic address book of programme contacts (government counterparts, programme consortium, programme team, external development partners)
- Support in photocopying, scanning and printing of documents, including quality printing and distribution as needed
- Supervise cleaning, plumbing, water supplies for the office
- Responsible for regular maintenance of a/c, photocopy machine, regular cleaning of computers & printers and air purifiers. Keep the maintenance log up to date
- Support in typing letters and formatting of documents
- Overseeing stock of stationery, toiletries, and pantry

2. Logistic support:

- Responsible to assist programme team members in logistics management.
- Support Office Manager in all logistics arrangements for meetings, workshops, training and others events of NHSSP. Ensure, registration and alignment with invoices.
- Responsible for daily office vehicle mobilisation locally as per request
- Responsible for managing normal lunch requests for meetings

3. Others:

- Work in close coordination with Administrative and Finance Team in supporting programme
- Be aware of NHSSP Policies and ensure compliance in conducting duties

Respond to official ad hoc request arising as per need of the situation

Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop, based on contextual changes, the job description will be reviewed and be subject to amendment in consultation with the job holder.

Signed by:

Date:

Criteria	Essential	Desirable
Qualifications		
Bachelors Degree with extensive work experience	✓	
Experience		
	✓	
	✓	
At least five years experience in operations and administration of office	✓	

Work experience in donor funded programme	✓	
Knowledge of MS Office and its applications	✓	
Management of Events	✓	
Knowledge of ethical and financial compliances	✓	
Nepali Typing	✓	
Formatting of documents	✓	
Skills and attributes		
Managing People	✓	
Excellent planning and organising skills	✓	
Strong internal and external communication and facilitation skills	✓	
Ability to collaborate and be a team worker	✓	
Ability to work under pressure	✓	
Other requirements		
Commitment to equal opportunities	✓	
A commitment to the programme's and NHSSP principles of Safeguarding, Do No Harm, and to comprehensive sexual and reproductive health and rights	✓	
Applicants must have the right to live and to work in Nepal	✓	
Ability to travel within Nepal as required	✓	
Fluency in written and spoken English	✓	