



UNITED NATIONS DEVELOPMENT PROGRAMME JOB DESCRIPTION

I. Position Information

Job code title: Information Management Assistant
Classified Grade: ICS-5
Supervisor: Administrative Analyst

II. Organizational Context

Under the guidance and direct supervision of the Administrative Analyst, the Information Management Assistant ensures to provide effective and efficient registry services and supervises the Receptionist and Messenger.

The Information Management Assistant works in close collaboration with the Operations, Programme and project staff in the CO and other UN agency staff to ensure consistent registry service delivery.

The Information Management Assistant demonstrates a client-oriented approach, tact and ability to work with people of different national and cultural backgrounds.

III. Functions / Key Results Expected

Summary of key functions:

- Implementation of operational strategies
- Maintenance of the registry system
- Effective mail and diplomatic pouch management including cost recovery for pouch services
- Coordination of Registry and Receptionist functions
- Support to knowledge building and knowledge sharing

1. Ensure **implementation of operational strategies**, focusing on achievement of the following results:

- Full compliance of registry activities with UN/UNDP rules, regulations, policies and strategies.
- Provision of inputs to the CO administrative business process mapping and implementation of the internal standard operating procedures (SOPs)
- Provision of inputs for preparation of administrative team result-oriented work plans.
- Assist Administrative Analyst in certifying drivers' over time and fuel coupon records.

2. Ensures **maintenance of registry system** focusing on achievement of the following results:

- Set up and maintenance of the office filing system in accordance with the UNDP Global Filing System
- Opening of new subject files as required and disposal of old files in accordance with the established retention schedule.
- Maintenance of archives, making sure files are properly stored and accessible; safe keeping of documents
- Provision of photocopies of material from the confidential registry files, as requested by staff. Assistance in the collection of reference and background material from registry files
- Establishment and maintenance of records system of file movements within the office; maintenance of the office circulation and reading files.
- Preparation of correspondence and reports related to registry activities
- Coordination of Registry and Receptionist functions
- Supervision of the Receptionist and Messenger
- Participation in the creation and maintenance of an electronic registry/archive system in close cooperation with the ICT staff

3. Ensures provision of **effective mail management** focusing on achievement of the following results:

- Receipt, registration, coding and forwarding of incoming faxes, letters and other correspondence to proper departments, units and offices.
- Registration and dispatch of the outgoing communications, including pouch, and follow-up distribution. Prepares the summary of enclosure forms and necessary documents and maintains the file on pouches received to ensure that all bags are accounted for.

4. Ensures **cost recovery on Pouch Operations** focusing on achievement of the following results:

- Proper prorating and billing of user agencies.

5. Supports **knowledge building and knowledge sharing** in the CO. Focusing on achievement of the following results:

- Training of staff on the registry procedure
- Briefing/debriefing of staff members on the issues relating to area of work
- Sound contributions to knowledge networks and communities of practice

IV. Impact of Results

The key results have an impact on the accurate, safe, cost-effective and timely execution of the CO services and promote the image of UN/UNDP as an effective contributor to the development of the country.

V. Competencies and Critical Success Factors

Corporate Competencies:

- Demonstrates commitment to UNDP's mission, vision and values
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability

Functional Competencies:Knowledge Management and Learning

- Shares knowledge and experience
- Provides helpful feedback and advice to others in the office

Development and Operational Effectiveness

- Demonstrates good IT skills
- Good knowledge of the UNDP Global filing system
- Understanding of UNDP operations procedures

Leadership and Self-Management

- Focuses on result for the client and responds positively to feedback
- Consistently approaches work with energy and a positive, constructive attitude
- Remains calm, in control and good humored even under pressure
- Responds positively to critical feedback and different points of view
- Demonstrates willingness and interest in pursuing professional and personal development through self-learning.
- Demonstrates ability to improve performance based on analysis of client's satisfaction and result achieved.

VI. Recruitment Qualifications

Education:	Secondary Education. Certification in Business Administration is an asset.
Experience:	At least 5 years of relevant administrative experience is required. Experience in working in a multi-national setting(s) with people from different cultural backgrounds is an asset Ability to work with computer and office software packages (MS Word, Excel, etc.) and knowledge of spreadsheet and database packages.
Language Requirements:	Fluency in English and Lao language.

VII. Signatures- Post Description Certification

Incumbent		
Name	Signature	Date
Supervisor		
Name / Title	Signature	Date
Chief Division/Section		
Name / Title	Signature	Date