



International Labour Office

## JOB DESCRIPTION FOR TECHNICAL COOPERATION POSITIONS

This form must be completed and returned to the Regional HR Unit for approval before the intended recruitment process is initiated.

|                           |  |
|---------------------------|--|
| For RHRD Use Only         |  |
| Job Description Received: |  |
| Approved & Returned:      |  |

|                                        |                                |
|----------------------------------------|--------------------------------|
| Field Office:                          | ILO Country Office for Vietnam |
| Technical Responsible Unit/Department: | Better Work Vietnam            |
| Technical Cooperation Programme:       | Better Work Vietnam            |
| Centralised or Decentralised Project:  | Better Work Vietnam            |
| Position (Title):                      | Administrative Assistant       |
| Grade:                                 | GS-4                           |
| Duty Station:                          | Hanoi                          |
| Type of contract (SST, ST or FT):      | FT                             |
| Source of funding (TC, PSI or RBSA):   | TC                             |
| Duration:                              | One year                       |

### 1. Introduction

Better Work is a partnership program between the International Labour Organization (ILO) and the International Finance Corporation (IFC), aimed at improving labour standards and competitiveness in the global garment industry. Better Work involves the development of both global tools and country level projects, and works to build sustainable and scalable solutions which strengthen cooperation between government, employer and worker organizations, and international buyers.

Better Work supports enterprises in implementing the ILO's core international labour standards and the national labour law. This helps enterprises compete in global markets where buyers increasingly demand compliance with labour standards from their suppliers. Improved labour standards not only help workers through fairer conditions and greater respect for their rights, but they also help enterprises boost quality, productivity and competitiveness.

Better Work Vietnam launched in 2009 and is now entering its 3rd phase.

The project has three components:

- 1) Enterprise assessments
- 2) Enterprise advisory and training services designed to support practical improvements; and
- 3) Stakeholder engagement and sustainability.

For more information about the project see [www.betterwork.org/vietnam](http://www.betterwork.org/vietnam)

### 2. Reporting lines

The incumbent works under the direct supervision of the Better Work Vietnam Finance and Administrative Manager who reports on all administrative and finance matters to the Program Manager. He/she will work in close collaboration with other project team members and other related programmes/projects of the ILO Country Office as required.

### 3. Main duties and responsibilities

1. Provide logistic and administrative/financial support for meetings, seminars and/or workshops organized under the program at national and/or regional levels. This may include making logistics

arrangements, preparation of invitation letters and the typing, compilation and distribution of working documents and other material.

2. Assist in reviewing and tracking operational expenditures/other office expenditures and process claims for payments. Calculate costs and estimate anticipated expenditures.
3. Maintain timely and orderly files and official records related to project activities. Search and select relevant information and records for officials upon request.
4. Liaise/Request services from other work units inside or outside the office for completion of tasks.
5. Timely process and completion for travel arrangement, including travel authorization, hotel reservation, arrangement of travel, transportation and other required clearances.
6. Compile, calculate and prepare cost estimates and prepare documents and materials for missions for colleagues, resource persons and participants of meetings, seminars and project-related activities.
7. Prepare and process transactions in IRIS including Contracts, Travel Requests, Purchase Orders, Purchase Requisitions and External Payment Authorisations.
8. Arrange payment of resource persons, such as Daily Subsistence Allowance. Draft payment-related correspondence and ensure follow-up. May make disbursements from petty cash fund. Maintain records of such disbursements and balance accounts as required.
9. Draft correspondence on routine matters.
10. Perform other duties as assigned by the supervisor.

#### **4. Qualifications required**

**Education:** Completion of secondary school education.

**Experience:** Three to four years' general clerical experience. Practical experience on standard office software packages and email required by the work unit (e.g. WORD, EXCEL, PowerPoint).

**Languages:** Excellent command of English and Vietnamese.

#### **Competencies:**

- Ability to organize own work.
- Ability to prioritize work assignments, organize own schedule, perform routine work independently, meet deadlines and adapt to changing demands and multitasks.
- Proficient in basic computer software (Microsoft Word, PowerPoint, Excel, Adobe Reader) and ability to use other software packages required by the Office
- Ability to obtain services from other work units inside or outside the office for completion of tasks
- Ability to work as a member of a team and manage a heavy workload under time pressure.
- Knowledge of practices and procedures for preparing administrative documents and maintaining file system;
- Ability to compose correspondence and correct documents in accordance with established standards;
- Accuracy and ability to pay attention to details;
- Excellent oral and written communication skills;
- Customer service experience in order to provide courteous, prompt and efficient responses to internal clients.
- Understanding of principles of non-discrimination and gender equality.



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### Application instructions

All candidates must submit application documents in English, including (a) a competency statement (max. 2 pages) highlighting their skills against each of the listed competencies, (b) a curriculum vitae. Only short-listed candidates will be contacted for interview.