



JOB DESCRIPTION

IDENTIFICATION	
JOB TITLE	Administrative Assistant
REPORTING TO	Project Manager
DIRECTORATE	Disease Control and Prevention Program
DURATION OF CONTRACT	Two (02) Years, renewable
DUTY STATION	Busia County, Kenya

BACKGROUND

Amref Health Africa was founded in 1957 and has since grown to become the largest African-based international health development organisation; currently implementing more than 180 programs, reaching more than 40 million people across 35 African countries; and a staff complement of over 2,000. Headquartered in Nairobi, Kenya, Amref Health Africa has offices in ten countries in Africa – Burkina Faso, Ethiopia, Guinea (Conakry), Kenya, Malawi, Senegal, South Sudan, Tanzania, Uganda and Zambia. An additional eleven advocacy and fundraising offices are located in Europe and North America.

Amref Health Africa is driven by its vision of *'Lasting health change in Africa'* and its mission *'To catalyze and drive community-led and people-centred health systems while addressing social determinants of health'*. We believe that the power to transform Africa's health lies within its communities, and therefore strive to ensure that health systems are not only functional but that communities are empowered to hold these systems accountable for the delivery of quality and affordable health care.

The Primary health care for Malaria Elimination Project is a capacity development initiative that seeks to address the prevention, diagnosis and management of malaria in Kenya. Co-created by the funding partner, the Ministries of Health and key stakeholders, this project will contribute to improving Malaria indicators in two (02) counties in Kenya – Busia and Siaya.

JOB PURPOSE

To work collaboratively with the project team on specific short- and long-term assignments. S/he will oversee tasks delegated by the Project Manager, Project Officers, coordinate with the project team and stakeholders and ensure that the work assigned is moving forward on time and on budget. S/he is highly organized, adaptable, and able to prioritize tasks while working independently. S/he is responsible for the day-to-day general administration of the Project Field Office, assisting the Project Manager and providing general administrative support to the project team

DUTIES AND RESPONSIBILITIES

Key Area	Key Responsibilities
Coordination and Administration	<ul style="list-style-type: none"> ▪ Organize and monitor meeting schedules for the Project Team ▪ Plan and organize team activities on a need's basis ▪ Track and see that reporting deadlines, responses to emails, etc are met ▪ Raise PRs and follow through to LPOs and payment ▪ Set up and manage (virtual) meetings and sessions including provision of meeting links, sending out reminders, etc

	<ul style="list-style-type: none"> ▪ Provide regular updates verbally and in written form to Management ▪ Provide day-to-day administrative support, including Human resources, Procurement and Finance as may be required ▪ Assist in the follow up for facilities, services, maintenance. ▪ Keep abreast with all organizational changes and business developments. ▪ Manage the induction of project staff ▪ Manage the project assets inventory
Client and User Engagement and Support	<ul style="list-style-type: none"> ▪ Follow up on conclusion of client and vendor agreements, including signing of the agreements and follow up of payments (to and from Amref) ▪ Respond to client and user queries according to the set Service Level Agreements (SLAs), clarifying desired information ▪ Resolves problems by clarifying issues; researching and Exploring answers and alternative solutions; implementing solutions; escalating unresolved problems ▪ Maintains call center database by entering information ▪ Follow up non-performing learners on the digital learning platforms to seek ways to support them and increase completion rates ▪ Administer client feedback tools and summarize the findings to inform continuous improvement efforts
Reporting	<ul style="list-style-type: none"> ▪ Assist in ensuring issues reported are logged and responded to within acceptable durations ▪ Generate and package client/user reports from the learning platform according to user/client needs ▪ Maintain a continuous improvement opportunities log based on feedback from the various reports and flag them for action on a regular basis
Training	Assist in training clients, stakeholders and members of staff in the use of the digital learning tools
Marketing and Communications	<ul style="list-style-type: none"> ▪ Draft marketing materials for creating awareness about the project ▪ Track information of the ICD website and flag areas that need updating ▪ Follow up with Project teams to identify information and stories that can be uploaded to the website and to social media platforms
Office Support	Perform work related errands as requested such as going to the bank
Information Management	<ul style="list-style-type: none"> ▪ Assist in filing and storage of documents both electronic and hard copies <p>Create and maintain an assets inventory for the Project team</p>

REQUIRED QUALIFICATIONS

Education and Professional Qualifications

- Bachelor's degree in communications, business administration, social sciences or related field
- Knowledge of modern office procedures
- Ability to format reports and manipulate data using spreadsheets

Required Experience

- At least 3 years' relevant experience
- Office management in a busy office environment

Knowledge, Skills and Competencies

- Excellent written and verbal communication.
- Fluency in speaking, reading and writing in English. Knowledge of French would be an added advantage
- Proficient in MS Office.
- Ability to prioritize and multi-task.
- Ability to exercise confidentiality, tact and discretion when dealing with diverse groups of people.
- Excellent organizational and multitasking abilities.
- A team player with leadership skills
- Professional and analytical approach to office administration.
- Creative problem solving within the framework of set corporate policies and procedures
- Ability to make timely and well-considered decisions based on corporate policies

How to apply

Interested? Please visit our website <https://amref.org/vacancies/> to make your application. You will be directed to our online portal where you will need to create an account in order for you to be able to submit your application. Your application should include a cover letter detailing why you are the best fit for this position and your CV with relevant skills and experience. Closing date will be **Tuesday, 2nd April 2024** Only shortlisted candidates will be contacted.

Duly note that Amref Health Africa does not require applicants to pay any money at whatever stage of the recruitment and selection process and has not retained any agent in connection with recruitment. Although Amref may use different job boards from time to time to further spread its reach for applicants, all open vacancies are published on our website under the Vacancies page and on our official social media pages. Kindly also note that official emails from Amref Health Africa will arrive from an @amref.org address.

Amref Health Africa is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. Amref Health Africa is an equal opportunity employer and has a non-smoking environment policy.