

TERMS OF REFERENCE

Global Operations – Office Administrator

Maternity Leave Cover

Drawing exceptional professionals from 130 countries, the membership of the International Water Association (IWA) brings together scientists, researchers, technology companies, and water and wastewater utilities, all working to address the world's most urgent water challenges when and where they arise, from ridge to reef and from catchment to tap. The IWA has become an international reference and source of durable water solutions, products and services that are robust and flexible enough to be universally applicable, easily accessible, and locally adaptable.

IWA publishes 12 scientific journals and 40+ books per year on water management. IWA develops leading edge innovations and synthesises these through the work of its IWA Specialist Groups, Clusters and a set of global programmes focused on for example Cities of the Future and Basins of the Future. IWA has a worldwide staff of approximately 50, with headquarters in London and offices in The Hague, Nanjing, Nairobi and Chennai.

Under the general supervision of the HR Officer, the Office Administrator will be assigned the following tasks:

1. Administrative Support (80%)

- Handle all aspects of the office reception including, but not limited to, answering phone calls, meeting, greeting and settling visitors
- Ensure reception area is tidy and presentable, with all necessary stationery and other material (e.g. IWA forms and brochures)
- Manage the general email inbox (i.e. responding to basic inquiries, providing general information, forwarding as appropriate, etc.)
- Schedule and assist with the preparation of internal and external meetings (i.e. send meeting invitations, room booking and preparation, organize catering, etc.)
- Receipt and dispatch out of all post and packages
- Controlling office supplies stocks and flag when new supplies need to be ordered
- Process purchase requests, purchase orders and invoices
- Other general office duties on demand: photocopying, faxing, mailing and filing (hard copy and digital)

2. Support Human Resources (20%)

- Support Recruitment (advertisement of positions, follow up applications, prepare screening lists, schedule interviews, update candidates, etc.)
- Maintain Staff Directory and ensure all contact details) up to date
- Support setup of desks and workstations for new employees
- Support activities to recognise employees eg birthday cards, social activities, etc

Key Selection Criteria

- HBO working level
- 1-2 years' experience as Administrative Assistant, or relevant role,
- Strong organizational skills and attention to detail
- Proficiency in English is an absolute requirement, other language skills are a plus
- Excellent Microsoft Office skills,
- Previous experience within an international environment

Work percentage: 100% (40 hours a week)

Duration: 4 months

Duty station: The Hague, Netherlands

Reporting to: Human Resources Officer

The above job description contains the main duties and responsibilities for this position. However, in a small organization such as IWA, the staff members are expected to show flexibility in their approach to work and be willing to undertake other tasks and missions that are reasonably allocated to them but which are not part of their regular job description. Where any task becomes a regular part of an employee's responsibility, the job description shall be revised in consultation with the employee and their direct line manager.

How to apply:

Applicants are asked to submit their CV **in English** along with a supporting letter of motivation. Applications should be submitted by e-mail **before the 15th March 2019**, to: IWA Human Resources Management - Mrs. Thais Gonçalves: recruitment@iwahq.org.

IWA is an equal opportunity employer.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED