

## Terms of Reference – Admin Assistant (AA) & Personal Assistant (PA) to Executive Director

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### Job Description

Reporting dually to the Head of HR for administrative roles and to the Executive Director for personal assistant roles, the Personal Assistant provides executive support in a one-on-one working relationship. The AA/PA serves as the primary point of contact for internal and external constituencies on all matters pertaining to the Office of the Executive Director. The AA/PA also serves as a liaison to the board of directors and senior management teams; organizes and coordinates executive outreach and external relations efforts; and oversees special projects. He/She provides full human resources and administrative support services to the Secretariat. The AA/PA must be creative and enjoy working within a small, high-impact environment that is mission-driven, results-driven and community oriented. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. The Admin Assistant and PA to ED will have the ability to work independently and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

### Roles and Responsibilities

#### *Executive Support (60%)*

- Carry out a broad variety of administrative tasks for the Executive Director including: managing an extremely active calendar of appointments; completing expense reports; composing and preparing correspondence that is sometimes confidential; arranging complex and detailed travel plans, itineraries, and agendas; and compiling documents for travel-related meetings.
- Manage the Executive Director's schedule, which entails planning, coordinating and ensuring Executive Director's schedule is followed and respected; screening/filtering ("gatekeeper" and "gateway"); creating win-win situations for direct access to the Executive Director's time and office.
- Manage as required, on behalf of Executive Director, communication with Board members, donors, staff, and others, on matters related to Executive Director's programmatic initiatives.
- Develop a routine for researching, prioritizing, and following up on incoming issues and concerns addressed to the Executive Director, including those of a sensitive or confidential nature. Determine and recommend appropriate course of action, referral, or response.
- Provide a bridge for smooth communication between the Executive Director's office and internal departments; demonstrating leadership to maintain credibility, trust and support with senior management staff.
- Work closely and effectively with the Executive Director to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately. Act as a "barometer," having a sense for the issues taking place in the environment and keeping the Executive Director updated.

- Provide leadership to (i) build relationships crucial to the success of the organization; (ii) perform routine administrative and clerical tasks, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the Executive Director's ability to effectively lead the organization; and (iii) prioritize conflicting needs, handle matters expeditiously, proactively, and follow-through on projects to successful completion, often with deadline pressures.

### ***Human Resources and Administrative Support Services (40%)***

- Organizing meetings and appointments for Heads of Department with internal and external stakeholders.
  - Assisting in management of stationery store and assets register.
  - Assisting in performing various administrative duties of the Secretariat.
  - Providing administrative support to the Secretariat;
  - Filing and maintaining physical and electronic records at the Secretariat
  - Providing professional services during workshops and meetings
- Work closely with Communications (ICKM), Resource Mobilization & Partnerships, and other departments to (i) ensure that the Executive Director's bio is kept updated; (ii) respond to requests for materials regarding the Executive Director and the organization in general; (iii) edit and complete first drafts for written communications to external stakeholders; (iv) follow up on contacts made by the Executive Director and support the cultivation of ongoing relationships; and (v) edits all, and creates acknowledgement letters from the Executive Director to donors.

### ***Skills and Experience Requirements***

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and donors
- Expert level written and verbal communication skills
- Demonstrated proactive approaches to problem-solving with strong decision-making capability
- Emotional maturity
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment
- Forward looking thinker, who actively seeks opportunities and proposes solutions

- Fluency in English (writing, reading and speaking), knowledge of second SADC language advantageous

### ***Education Requirements***

- Diploma required in administration or secretarial services, Bachelor's degree considered advantageous.
- Strong work tenure: 15 years of experience supporting High-Level Executives, of-which 10 years should be with a sub-regional or international organizations
- Experience and interest in internal and external communications, partnership development, and fundraising
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and Social Media web platforms.

**CCARDESA Secretariat invites suitably qualified, experienced, innovative, result oriented and self-driven individuals to apply for the following stated temporary position.**

### **Contract Duration and Location**

The contract duration for this temporary position is 3 months. The position holders will be stationed at CCARDESA Secretariat in Gaborone, Botswana. This is a full-time responsibility requiring adherence to CCARDESA's normal working hours.

Applicants are advised to apply online by attaching Motivation Letter, CV's, certified copies of educational, professional certificates and references. Applications with inadequate supporting documents will not be considered.

Only applicants who meet the requirements of the CCARDESA Secretariat will be considered for interview. Should you not hear from the CCARDESA Secretariat within one month after the closing date, kindly consider your application as unsuccessful.

**NOTE: The CCARDESA recruitment cut-off age limit is 52 years.**

**Closing Date: Applications must be submitted not later than or on 6th June 2025.**

**Applications received through any other sources will not be considered.**

Applications to be submitted to:

The Executive Director

CCARDESA Secretariat

P/Bag 00357 Gaborone

Email: [recruitment@ccardesa.org](mailto:recruitment@ccardesa.org)