

Job Description

A job description is a written statement that describes the employee's role and responsibilities. The role and responsibilities shall be executed within the NRC framework. The job description facilitates the recruitment process by stating the necessary competencies. It is mandatory for all positions.

Position:	Administrative Officer (Liaison)
Grade:	5
Reports to:	Government Liaison Coordinator
Supervision of:	N/A
Duty station:	Tehran – Country Office
Travel:	Some travel might be expected
Project number:	IRFP0000
Duration and type of contract:	Till the end of 2019 with possibility of extension

All NRC employees are expected to work in accordance with the organisation's core values: dedication, innovation, inclusivity and accountability. These attitudes and beliefs shall guide our actions and relationships.

1. Role and responsibilities

The purpose of the officer position is day to day implementation of the support functions responsibilities. Use action words such as ensure, implement or assist for the position relevant responsibilities.

Generic responsibilities (max 10)

These responsibilities shall be the same for all positions with the same title. The responsibilities shall be short and essential. Details belong in the Work and Development plan.

1. Ensure adherence with NRC policies, tools, handbooks and guidelines
2. Implement delegated support function portfolio according to plan of action
3. Prepare and develop status reports as required by management
4. Ensure proper filing of documents
5. Promote and share ideas for improvement of the support function
6. Promote the rights of refugees and displaced in line with the advocacy strategy
7. Identify and report protection needs and gaps, explore and propose new and safer ways to assist

Specific responsibilities

These responsibilities shall be adapted to the particularities of the job location and context, phase of operation, strategic focus and type of programme intervention. This section shall be revised whenever a new employee is hired or the context changes significantly.

1. Recording physical and electronic archives of all communications with national level government authorities, and keeping record on all outgoing and incoming communications.
2. Assist with drafting and submitting communications with national level stakeholders.

3. Assist with harmonised and credible translation of documents from English to Persian and vice-versa.
4. Assist with developing administrative tools and ensure applying existing procedures to ensure timely and effective implementation of Government Liaison's activities.
5. Support with monitoring national and regional media to highlight developments relevant to the work of NRC in I.R. of Iran.

Critical interfaces

By interfaces, NRC means processes and projects that are interlinked with other departments/units or persons. Relevant interfaces for this position are:

- Programme and support staff to facilitate liaison matters, in coordination with Area Managers

Scale and scope of position

Staff:	N/A
Stakeholders:	Ministry of Interior, Ministry of Foreign Affairs, Immigration and Passport Police Office
Budgets:	N/A
Information:	Intranet
Legal or compliance:	Code of conduct, Terms of Employment, and Donor Requirements

2. Competencies

Competencies are important in order for the employee and the organisation to deliver desired results. They are relevant for all staff and are divided into the following two categories:

1. Professional competencies

These are skills, knowledge and experience that are important for effective performance.

Generic professional competencies:

- Experience from working as a Support Function Officer in a humanitarian/recovery context
- Previous experience from working in complex and volatile contexts
- Documented results related to the position's responsibilities
- Proficiency in English both oral and written

Context/ Specific skills, knowledge and experience:

- Bachelor's degree in Administrative Management or related fields is an asset
- Proficiency in MS Office (MS Word, MS Excel and MS PowerPoint, in particular)

2. Behavioural competencies

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioural competencies, and the following are **essential** for this position:

- Planning and delivering results
- Empowering and building trust
- Communicating with impact and respect
- Ability to work under pressure

3. Performance Management

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

- The Job Description
- The Work and Development Plan
- The Mid-term/End-of-trial Period Performance Review Template
- The End-term Performance Review Template
- The NRC Competency Framework