



JOB PROFILE

JOB TITLE	OFFICE MANAGER
JOB CODE	20003700
INSTITUTION	OFFICE OF THE AUDITOR GENERAL OF ECOWAS INSTITUTIONS
GRADE	G5/G6/G7
INSTITUTION/AGENCY	N/A
DEPARTMENT	N/A
ANNUAL SALARY	G5/1 – UA27,562.22 (USD43,487.67)
STATUS	PERMANENT
DIRECTORATE	PROGRAMME PERFORMANCE AUDIT
DIVISION	N/A
LINE SUPERVISOR	DIRECTOR, PROGRAMME PERFORMANCE AUDIT
SUPERVISING	OFFICE AIDE
DUTY STATION	ABUJA, NIGERIA

THE OAG MANDATE AND FUNCTION

The Office of the Auditor General of ECOWAS Institutions (OAG) is an independent assurance office established to assist the ECOWAS Governance Bodies, in particular, the Council of Ministers and Audit Committee to carry out oversight functions, promote good corporate governance, accountability, and value for money in all Community Institutions, Specialized Agencies and Offices. The OAG is mandated to conduct Community-wide financial audits, compliance audits, performance audits, Investigations, and other Special Audits. The OAG structure comprises an Audit Directorate, a Directorate for Program Performance Audit, and an Internal Services Division. It is headquartered in Abuja, Nigeria.

ROLE OVERVIEW

Under the guidance and direct supervision of the Director, Programme Performance Audit, the Office Manager shall play a vital role in the smooth running of the office. From welcoming visitors to the reception of calls, fixing appointments, organizing the schedule of his/her superior, drafting correspondences and filling out documents. He/she should be quite accessible and responsive in the face of competing demands from both internal and external parties.

ROLE AND RESPONSIBILITIES

- **Management of the Supervisor's schedule:** Manage the Supervisor's diary and schedule. Organise and manage appointments, receive, and welcomes visitors, make telephone calls, and verify incoming calls to ensure their importance and the possibility to respond or transfer to the supervisor.

- **Administrative Management:** Organise meetings, receive, draft, and make follow-up on administrative letters. Book meeting rooms request and provide supplies to the office.
- **Management of mail and documents:** Create a recording system of incoming and outgoing mail and ensure e-archiving and e-filing of documents using ECM software for easy retrieval. Manage documents (incoming and outgoing, filing of letters) and ensure follow-up on documents submitted for signature or approval.
- **Language Skills:** The role requires to be Fluency in oral and written expressions in two of the ECOWAS official languages of the Community (English, French & Portuguese).
- **Computer skills:** Knowledge of Ms Office, ECM and other ECOLink software when it is possible. Demonstrate ability in word processing in English, French, and/or Portuguese.
- Assists colleagues with administrative tasks.
- Contributes to team effort by accomplishing related results as needed.
- Perform other tasks as may be assigned by the supervisor.

ACADEMIC QUALIFICATIONS, SKILLS EXPERIENCE

Education:

- Higher National Diploma (HND) or equivalent in Secretarial Studies, Business Administration, Public Administration, Office Management, or related field from a recognized institution.
- Professional certification in Office Administration or Administrative Management will be an added advantage.

Experience Requirement:

- Six (6) years of progressively responsible experience in administrative Secretarial services including such tasks as the maintenance of personnel and financial records, technical cooperation planning and/or implementation.
- Understanding of administrative-related policies, procedures, and processes, and ability to recommend suitable office administration-related software and systems to be used.
- Technical competence and knowledge of computer software in relevant ECM filing systems and correspondence-related procedures, guidelines, and processes for preparing and using administrative documents and templates.
- Demonstrate sound judgment and the ability to make reasonable decisions with little supervision.

AGE LIMIT

Be below 35 years old. This requirement does not apply to internal candidates.

ECOWAS KEY COMPETENCIES

- Ability to provide suggestions based on own observations that will improve the way work is accomplished and confidently lead on their implementation as requested.
- Ability to support the team by keeping abreast of the team's initiatives, events, and needs, assisting team leaders as required.
- Ability to work under pressure and be dependable for results.
- Ability to take responsibility for own career and performance and to engage in self-assessment activities regularly and independently.
- Ability to develop and maintain skills and expertise required to perform in the role effectively.
- Ability to write, read and edit documents in English, French, and/or Portuguese; superior typing/keyboarding skills in all required languages with proficiency in the use of all software programs in the Microsoft Office Suite (e.g. excel, word processing, PowerPoint)
- Excellent team building skills with demonstrated group leadership ability to mentor, train, assign and check semi-complex work assignments of subordinates.
- Excellent work ethic, positivity, motivation, flexibility, and problem-solving skills to carry out tasks associated with the position.
- Ability to take initiative to resolve semi-routine problems and make recommendations to improve the quality/quantity of services to clients.
- Ardent desire to help others in a variety of circumstances of relevance to own work area and to refer to the appropriate person for further assistance as required.
- Ability to work as part of a team in articulating the needs of clients.
- Ability to manage your own time effectively and meet service standards and objectives related to assigned responsibilities.
- Understands how to access internal resources or services to enhance cultural awareness and actively seeks to improve multicultural skills when interacting with others with culturally and linguistically diverse backgrounds, especially within west Africa.
- Ability to listen attentively to people's ideas, requests, and concerns and to understand, internalize and develop diversity management skills in accordance with ECOWAS rules/policies.
- Ability and responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
- Ability to recognize preconceived notions and stereotypical views of certain groups and individuals and to successfully adopt inclusive and culturally appropriate behaviors.
- Basic understanding of the ECOWAS organizations mandates and its functions, particularly those of own institution/agency.
- Knowledge of ECOWAS routine procedures and practices as it relates to assigned responsibilities and work tools.
- Ability to apply ECOWAS standards for emailing and other routine tasks and to keep records, and information pertaining to assigned work in accordance with rules and regulations.

- Ability to apply ECOWAS procedures relevant to tasks and demonstrate understanding of associated systems, processes, rules and/or standards sufficiently to explain their necessity and to identify errors and consequences.
- Numeracy skills with the ability to collect, collate, classify, and summarize data following clear and simple instructions.
- Ability to be innovative with established procedures with a view of improving performance and/or outputs.
- Ability to detect and correct errors and to keep accurate records of simple indicators/information.
- Ability to gather and arrange information and data in a simple and understandable manner.
- Ability to provide accurate and complete information to supervisor/co-workers/clients as requested, using good judgment, tact, and diplomacy.
- Ability to use computers with advanced word-processing skills including a working knowledge of spreadsheets, database, inter/intranet, email, and social media.
- Ability to read/listen and understand routine instructions and carry them out with limited supervision.
- Ability to produce clear, concise, logical, and grammatically correct written material in at least two out of the three ECOWAS official languages and to have equal verbal language proficiency.
- Ability to address issues with others in a candid, polite, timely and straightforward manner.
- Proficiency in information communication technologies (ICT) ;
- Fluency in oral and written expressions in two of the ECOWAS official languages of the Community (English, French & Portuguese). Knowledge of an additional one will be an added advantage.
- Ability to organize routine work tasks, to identify solutions to address conflicting priorities or uncertainty in carrying out new or changing tasks.
- Ability to develop work goals and identify the steps needed to achieve these goals.
- Ability to understand and contribute to the team or work unit goals as directed by the supervisor.
- Ability to work within well-established office practices and balance multiple tasks within set deadlines.

Assessment method: Assessment of qualified candidates may include a written exercise and a competency-based interview.

How to apply:

Interested candidates to submit completed *Job Application Form*, *Curriculum Vitae*, and *Cover letter* as attachments to b67offmanag@ecowas.int

ECOWAS Work Environment:

ECOWAS provides a work environment that reflects the values of gender equality, diversity, integrity, and a healthy work-life balance. We are committed to ensuring gender parity in the organization and therefore, we encourage women to apply for positions that suit their competencies. Individuals from minority ethnic groups, indigenous populations, persons with disabilities, and other underrepresented groups are also highly encouraged to apply. Diversity, Equity, and Inclusion is at the heart of ECOWAS's workforce.

Disclaimer:

Selection and appointment will be subject to background and reference checks and other administrative requirements.

ECOWAS does not charge for any application, processing, training, interviewing, testing in connection with application or recruitment processes and does not concern itself with information on applicants' bank accounts.

This position is subject to local recruitment pursuant to staff rule article 9.3 of the ECOWAS Staff Regulations (revised 2021). All staff in the General Service and related categories shall be recruited from ECOWAS citizens who are resident in the Member state where the position has been advertised. A staff member subject to local recruitment shall not be eligible for the allowances or benefits exclusively applicable to international recruitment.