

16 September 2024

### **Notification of Vacancy**

**Post Title: Office Manager (Joint Office for Commonwealth Permanent Missions to the United Nations in New York)**

The Commonwealth Secretariat invites member governments to draw the attention of their citizens to this vacancy and to encourage suitable applications.

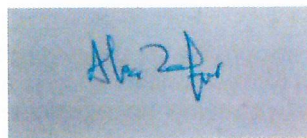
All applications will be subject to the Secretariat's competitive recruitment process.

An application pack including a job description and person specification, together with the summary terms and conditions of service applicable to the post, are attached. These documents are also available on the Commonwealth Secretariat's website, <http://thecommonwealth.org/jobs>

In line with the Commonwealth's commitment to gender equality, the Commonwealth Secretariat encourages applications from appropriately qualified women for this post. In making appointments, particularly to senior positions, the Secretary-General also takes into account the representational balance of staff from across the regions of the Commonwealth.

All applications, including those supported by member governments, will be acknowledged. The Commonwealth Secretariat receives an extremely high volume of applications for each role and values each one. You can expect to be notified of the outcome of your application in due course, before the recruitment process concludes.

All applications for the post should include a curriculum vitae and three referees, accompanied by a short covering letter setting out their relevant experience and skills in relation to the competencies and other requirements for the post. All applications should be addressed to Human Resources, Commonwealth Secretariat. The closing date is **Monday 14 October 2024 at 5:00 pm BST**.



**Ms Alia Zafar**  
**Director, Human Resources and Facilities Management**

Encl.



## JOB AND PERSON SPECIFICATION

<b>Job Title:</b>	Office Manager (Joint Office for Commonwealth Permanent Missions to the United Nations in New York)
<b>Division:</b>	Secretary-General's Office
<b>Grade:</b>	H
<b>Reports to:</b> Deputy Secretary-General	

### General Information

The Joint Office for Commonwealth Permanent Missions to the United Nations provides a subsidised office space facility for the representation of small Commonwealth countries at the United Nations that cannot afford the full cost of a Permanent Mission in New York. The office enables them to maintain a presence and engage with the United Nations and other multilateral agencies and to help them participate in international decision-making processes to help strengthen their resilience.

### Job Summary

The Office Manager acts as the chargé d'affaires (in charge of matters) for the Joint Office for Commonwealth Permanent Missions to the United Nations. The Manager will be responsible for the management and delivery of administrative, financial, personnel, and related services as have been agreed between governments participating in the Joint Office for Commonwealth Permanent Missions to the United Nations in New York, donor governments and the Commonwealth Secretariat.

The post-holder will also be responsible for developing the necessary guidelines for services under their responsibility and for recommending these for approval, to the Deputy Secretary-General (DSG) in consultation with senior management as necessary.

The role is predominantly operational supporting the smooth running of the Secretariat's Joint Office. Depending on the needs of the organisation, the job content and requirements may evolve and be reviewed from time to time.

### Task Description

The post-holder will be responsible for:

#### **Representation**

- Act as the 'chargé d'affaires (in charge of matters). He/she acts as an interface between the Commonwealth Secretariat and the United Nations (UN) and other international organisations in New York, including through representing the Secretariat in co-ordinating meetings.
- Oversee the coordination of logistical and administrative arrangements for requests of



bi-lateral meetings by delegations from the Secretariat with the UN and other agencies in New York.

- Represent the Secretariat on a day-to-day basis and as necessary, on management, budgetary and operational discussions, with resident missions and with contributing member governments.
- Host delegations from member governments as requested from time to time for the purpose of viewing the facility, for example, as potential residents or potential contributors.

#### **Human Resources Support**

- Provide leadership to the Administrative Assistant, and is responsible for his/her appraisal and supervision.
- Assist with compensation and benefits administration, and employee safety and welfare initiatives in liaison with head office in London.
- Manage the administration of local insurances and employee benefits. Serve as the primary liaison with the local insurance companies, in coordination with the Human Resources and Facilities Management Division (HRFM) in London.
- Coordinate with HRFM and the legal counsel regarding matters related to taxes, local registration, Human Resources, local office operations, changes in labour law and other matters as they arise.
- Lead on implementation of any local human resources requirements and labour laws where necessary/relevant.

#### **Financial Management**

- Promote sound financial management and procedures and proactively seek improvement and cost-effectiveness; and ensure that accounting processes and procedures for the office in accordance with Secretariat's accounting policies.
- In coordination with the office of the Deputy Secretary General, (Headquarters, London), lead the annual development and quarterly reforecast of the office's annual budget; and monitor the office's expenditure and review budgeted to actual expenditures on a monthly basis to ensure that spending is in line with budget allocation; and assist with securing financial contributions from member governments.
- Prepare monthly management and expenditure reports, in conjunction with the Finance and Information Management Section (FMIS) and the general monthly report to the DSG.
- Work closely with the FMIS to support financial reporting and auditing processes; and ensure all financial transactions (invoices, invoicing, petty cash accounts and claims) are up-to-date, efficiently followed up, recorded, referenced and filed.



### **Operations**

Oversee all day-to-day administrative operations for the office in particular:

- Manage the provision of office accommodation to Resident Missions and visiting delegations from the Commonwealth member countries and the Secretariat.
- Responsible for developing and updating the necessary guidelines for services and for submitting them to the Office of the Deputy Secretary General in consultation with senior management as necessary.
- Establish and maintain relationships with local vendors, process monthly invoices, facilitate the execution of contracts and conduct an annual assessment of needs and services.
- Act as key liaison officer representing the Secretariat in negotiations with commercial landlords, contractors and Resident Missions; and organise the Annual Meeting of Resident Missions and Contributors.
- Manage space utilisation, maintenance and servicing, office cleaning and waste servicing; and develop and implement plans for asset maintenance and replacement.
- Manage and ensure that the common service areas and facilities effectively support the Secretariat and its Resident Missions' requirements and objectives; and regularly review options for accommodation proposals, space utilisation for DSG's approval.
- Manage the procurement of cost-effective and appropriate goods and services to meet the needs of the Office within a fair and open competitive system; and ensure that inventories of office equipment, materials, and books/publications, etc. are maintained.
- Prepare the office's Annual Report and the Office's contribution to the Six-Month Progress Report and the Annual Results Report.
- Comply with Health and Safety regulations, ensuring that Health & Safety, emergency procedures and safe working practices are maintained throughout the property for employees, contractors, Resident Missions and visitors to the office.
- Perform any other duties that may be required from time to time.

### **Person Specification**

#### **Education**

- A recognised first degree.
- A recognised professional qualification, preferably in management, procurement, accounting or related qualification.



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### Experience

- At least 5 years' progressive experience in office administration, including administrative/financial management and human resources.
- Experience in providing strategic and best practice advice to senior management regarding health and safety issues, procurement and/or general administration in a multicultural setting.
- Experience in managing staff; contracts as well as ensuring contractors regularly achieve KPIs and SLAs.
- Experience in dealing with a multidisciplinary and specialist teams, forward-thinking and a proven track record of delivering high-quality results.
- Must be a reliable, detail-oriented self-starter with proven ability to coordinate different programme; event planning and the ability to work under tight deadlines.
- An international mind-set and cultural sensitivity, with a diplomatic and respectful demeanour.
- Excellence in professional writing and communication skills and excellent interpersonal skills.
- Fluency in English (speaking, reading, writing).
- Proficiency in the use of MS Office Suite applications (Microsoft Word, Excel, Outlook) and financial software.

### Desirable

- A general understanding of the role of an international organisation.
- Experience of working with an international organisation.
- Experience and understanding of the operations of the United Nations.
- Knowledge and experience of US Federal requirements on range of matters relevant to office operations including human resources, labour law compliance, office registration, reporting requirements, and annual statutory compliance.
- A general understanding of the role of an international organisation such as the Commonwealth.
- Experience in dealing with diplomatic missions.

### Competencies:

#### Respect for Diversity

Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not

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discriminate against any individual or group.

Encourages others to evaluate systems, processes & behaviour to ensure respect for diversity is demonstrated

#### Working with Others

Promotes team work and removes barriers to effective team working

Provides advice and guidance for others sensitively and where appropriate

Establishes ownership for relevant activities from the outset

Develops a wide network, including senior level contacts to facilitate activities and further own knowledge

Manages expectations of member states e.g. to ensure the alignment of what is requested and what Commonwealth Secretariat can offer

Demonstrates an ability to negotiate with and influence senior colleagues and contacts

Proactively liaises with other divisions, partners & third parties

#### Managing Resources

Identifies targets for team activities and manages progress against objectives

Plans and manages activity spend accurately against budget

Takes responsibility for team activity and finds solutions to set backs in a timely and professional manner

Effectively motivates team e.g. by recognising and promoting team and individual contribution inter alia

Recognises strengths and weaknesses in others, structuring teams based on this knowledge

Drives forward results of others

Takes ownership for team wellbeing

#### Decision Making

Considers the relevant justifications for a particular course of action

Takes context into consideration when making decisions

Makes effective decisions when acting on behalf of a senior colleague, seeking advice where appropriate

Bases actions and approaches on the root cause of an issue, rather than the symptoms

#### Accountability

Takes ownership of assigned tasks, honours deadlines.

Ensures timely delivery of outputs within defined cost and quality standard parameters.

Takes responsibility for own shortcomings and compliances.

Supports subordinates, provides oversight and takes responsibility for all delegated assignments.

#### **Leadership and Development**

Mentors colleagues effectively e.g. by suggesting development goals and providing on the job coaching inter alia

Provides constructive feedback to team members and colleagues with confidence and sensitivity

May 2024



## COMMONWEALTH SECRETARIAT

### SUMMARY OF TERMS AND CONDITIONS FOR

#### PAYPOINT H

This is a summary of the principal terms and conditions for Pay Point H at the Commonwealth Secretariat's Office, New York. The full terms and conditions are set out in the Commonwealth Secretariat Staff Handbook which form part of the contract of all staff members.

#### **A. GENERAL**

<b><i>Contract Term</i></b>	Appointments are on limited term contracts usually of three years. Contracts may be renewed by mutual agreement and subject to fully satisfactory performance. Staff at this level may normally serve for not more than three three-year contracts. The Secretary-General will retain the flexibility to approve or decline extensions as circumstances warrant.
<b><i>Eligibility</i></b>	Appointments are subject to eligibility to work in the United States of America and being a citizen of a Commonwealth Country.
<b><i>Medical</i></b>	Appointments are subject to passing a medical examination.
<b><i>Security Clearance</i></b>	Appointments are subject to security clearance.
<b><i>Salary</i></b>	USD 89,844 per annum gross. This salary is fully inclusive. The staff member shall be entirely responsible for the payment of any income tax and social security contributions under this Contract.
<b><i>Probation</i></b>	All appointments are subject to a six-month probationary period. This may be extended at the Secretary-General's discretion for up to another six months.
<b><i>Period of Notice</i></b>	During probationary service, the appointment may be terminated by the Secretariat giving five weeks' notice. Thereafter employment may be terminated by the Secretariat giving six months, or by the staff member giving three months, written notice.
<b><i>Annual Leave</i></b>	Subject to the terms of the letter of appointment, each full-time staff member shall accrue annual leave at the rate of 30 working days per year. Leave without pay will not qualify for the earning of annual leave entitlements.
<b><i>Gratuity</i></b>	Each month the Secretariat will pay the equivalent of 15 percent of an individual's gross salary into an interest-bearing account. At the end of the contract, the staff member will



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receive an ex-gratia payment of the cumulative amount including interest. This payment is subject to the Secretary-General's discretion.

Further information on the above schemes can be obtained from Human Resources and Facilities Management Division.

### ***Retirement Age***

65th birthday.

### ***Private Healthcare and Dental Cover***

The Secretariat will contribute to the basic medical cover for the staff member, and officially recognised spouse/partner and eligible children based on an approved medical plan for the year. The cover is subject to underwriting conditions and does not cover supplementary plans.

### ***Insurance***

Subject to funding, the Secretariat may put in place various insurance schemes for its employees. Where such policies are in place, they shall be subject to the conditions of the underwriters and may change from time to time. Among the insurance policies the Commonwealth Secretariat provides is the Personal Accident/Travel policy. Regarding bodily injury, the underwriter's conditions for that policy provide for the following, in respect of pre-existing conditions.

Any contributory degenerative condition or disablement (as determined by a Qualified Medical Practitioner) known by the Insured Person to be in existence at the time of sustaining Bodily Injury will be considered by Insurers in assessing the level of benefit payable.

Further information on the existing policies would be made available to staff by Human Resources on request. Staff shall be notified of any changes in the policies as they become necessary from time to time.

### ***Travel on Commencement***

Upon commencement of service, a staff member with their accompanying dependent family members, as defined in the Staff Handbook, will be assisted to relocate. Their travel costs will be met by the Secretariat in accordance with the Travel and Expense Policy and procedures.

For all journeys, the most direct means of travel available will be provided. In respect of the accompanying family members the relevant journey must be made within 6 months of the eligible staff member's own journey.

If travel is not at the same time as the member of staff, family members will only be entitled to economy class travel, irrespective of length of journey.

