

Administration Service Support

Background Information: Institut Pasteur du Cambodge (IPC) is a Cambodian non-for-profit research institution established in 1953, IPC is today a scientific research establishment declared of public utility placed under the high patronage of the Ministry of Health of the Kingdom of Cambodia and under the responsibility of the Institute Pasteur on the scientific and technical levels. IPC is a member of the Pasteur Network, which brings together 33 institutes present on five continents. It shares the Pasteurian values and the ethical charter to which the Pasteur Institutes are bound. IPC has more than 250 employees, including about 30 expatriates of 10 nationalities and includes 5 research units. It carries out research activities in health biology, public health and service activities (Medical Biology Laboratory, vaccinations and water and food analyses) and training.

Job Family: Administration & Support

Sub-Job Family: Admin / Service / Support

Overview: Roles within the admin / service / support sub-job family at our research institute are essential components of our healthcare delivery system, with a particular focus on the provision of essential clerical, administrative and secretarial business support services, in order to support the efficient and smooth-running operation of our research institute. These profiles are differentiated by task complexity, supervisory skills and the skillsets required for their roles.

Level	Profile	Purpose
1	Service Attendant	Job holders at this level work towards providing routine clerical and administrative services to a specific area of the organization in order to support the efficient and smooth-running operation of their facility or office.
2	Service Officer	Job holders at this level provide specialist clerical and administrative services as well as supervise lower levels and offer specialist individual clerical support services in order to ensure the efficient provision of clerical services that support the provision of business activities.
3	Service Supervisor	Job holders at this level provide full administrative support to the organization as well as supervise work schedules. Job holders at this level should ensure all internal customers are provided efficient, responsive and effective service which is sensitive to the need for continuous improvement and cost reduction on a progressive basis, taking full accountability for the quality of the services provided in order to ensure the effectiveness of the function.

Level 3: Service Supervisor

Job Purpose:

Job holders at this level provide full administrative support to the organization as well as supervise work schedules. Job holders at this level should ensure all internal customers are provided efficient, responsive and effective service which is sensitive to the need for continuous improvement and cost reduction on a progressive basis, taking full accountability for the quality of the services provided in order to ensure the effectiveness of the function.

Accountabilities:

Description	Key Result Areas
1. Direct and ensure the effective achievement of Administration objectives through setting departmental and individual objectives, managing performance, motivating staff, recruiting staff and providing formal and informal feedback, and appraisal in order to maximize subordinate and departmental performance.	<ul style="list-style-type: none"> Individual objectives in place for all direct reports. Team performance and productivity.
2. Identify and implement improvements and/or modifications to routine clerical and administrative procedures in order to improve effectiveness and increase efficiency.	<ul style="list-style-type: none"> Timely correction of errors and discrepancies. Effective communication of meeting arrangements.
3. Design, organise and implement appropriate filing and data retrieval systems in order to ensure ease of access to up-to-date information at all times.	<ul style="list-style-type: none"> Up to date information. Ease of retrieval of information.
4. Research, collate, extract, and/or summarize data and produce standard reports, summaries, and letters, seeking additional information where necessary, to support ongoing business activities.	<ul style="list-style-type: none"> Timely and accurate production of reports, and correspondence.
5. Co-ordinate arrangements for meetings, both internal and external, and assemble the appropriate support material.	<ul style="list-style-type: none"> Smooth running of business operations
6. Oversee initial investigations into clerical discrepancies and complete complex/detailed investigations in order to correct errors and ensure accuracy of data.	<ul style="list-style-type: none"> Prompt investigation of errors and discrepancies.
7. Maintain confidential department records and files to ensure future use as required.	<ul style="list-style-type: none"> Records safely kept and easily retrievable
8. Manage performance of subordinates as necessary to ensure efficient and effective resource management.	<ul style="list-style-type: none"> Objectives written for subordinates within timescales of performance management process.

Qualifications & Experience:

- Diploma in any field
- 4 - 6 years of relevant experience

Technical Competencies:

- In-depth knowledge of administrative principles and strategic planning relevant to the research institute's administrative functions.
- Proficiency in supervising and leading administrative teams, shaping guidelines, and contributing to strategic directions.
- Adherence to organizational policies and procedures, ensuring high-quality administrative support.
- Awareness of regulatory compliance specific to administrative and support activities.
- Proficient in using advanced office tools and technology for efficient administrative operations.
- Familiarity with software tools for effective communication, collaboration, and information management within the administrative team.

Behavioural Competencies:

- Leadership: Demonstrates leadership skills in supervising and leading administrative teams, fostering a positive and efficient work environment aligned with the organization's goals.
- Team Development: Actively engages in the development and mentorship of administrative teams, promoting professional growth and a high standard of administrative support.
- Communication: Communicates effectively with internal and external stakeholders and collaborates well with others in achieving the organization's mission.
- Initiative: Takes initiative in identifying and addressing operational challenges, proactively seeking ways to improve efficiency and contribute to the overall success of the research institute.
- Strategic Planning: Assists and engages in strategic planning and contribute towards the strategic direction of administrative initiatives and align administrative processes with organisational objectives.

Representative Jobs:

- Medical Secretary Team Leader