

Job title	Team Assistant		
Job family	Business Management & Administration	Grade	B

Job purpose			
Context			
<p>BBC Media Action uses media and communications to help reduce poverty and promote human rights in developing countries. To achieve this, BBC Media Actions partners with civil society, local media and governments to:</p> <ul style="list-style-type: none"> • Produce creative programmes based on robust research in multi-media formats, which inform and engage audiences on key governance and development issues. • Strengthen the media sector through building professional capacity and infrastructure. <p>The BBC Media Action North Africa office manages a portfolio of media projects for Tunisia, Libya and Algeria from its base in Tunis. BBC Media Action seeks to expand this portfolio of work and to ensure that existing projects are delivered on time, on budget and to the highest standards in accordance with the BBC’s editorial values as well as Media Action’s methodologies.</p>			
Job purpose			
<p>Reporting to the Regional Director for Middle East and Europe, the role will provide significant administrative and organisational support to the Regional Director and the region’s project teams and country offices. The role will be responsible for a broad range of administrative tasks e.g. the handling and direction of queries, maintenance of records, acting as the first point of contact for the team, co-ordination of projects and activities.</p>			

Key responsibilities and accountabilities			
<ul style="list-style-type: none"> • To provide extensive administrative support to the Regional Director and work with him to ensure that issues are appropriately prioritised and followed up on as necessary. • To monitor the Regional Director's inbox and flag all important issues and to use discretion to identify and resolve first line issues, referring to the RD for guidance as necessary. • To organise the travel arrangements for the Regional Director including coordinating meetings with Embassies, donors and project partners, the preparation of risk assessment form and detailed itineraries, booking flights, hotels and applying for visas when necessary. • To maintain the Region's Business Development matrix, attend weekly meetings and take notes, update the organisation's Project Database after each project submission or contract signature and to maintain a record of the Region's project bidding forms. • To prepare the Region's business development prospects on a quarterly basis. • To maintain the Region's legal priorities and liaise with project teams on all legal issues. • To work on new country offices registration, liaising with both BBC and in-country lawyers and getting official papers notarised and legalised. • To coordinate both London-based and international recruitment, including raising recruitment requests, sourcing and checking job descriptions and job adverts, arranging interviews and recruitment tests. • To liaise with and assist with the regional accountants on routine financial issues, where required, including the review of all costs charged to the Regional Director's unfunded lines and working with project managers and accountants to reallocate costs to projects on a monthly basis. • To undertake other administrative tasks as directed by the Regional Director, including 			

occasional research, putting together draft reports, writing a summary of business development activities on a monthly basis, and collating email chains for HR matters.

- To accurately monitor and update staff and consultants' movements throughout the region for security purposes, to ensure RAs are completed correctly in hostile environments.
- To maintain internationally based personnel records e.g. leave records and oversea offices contracts details.
- Actively participate in regular team meetings, contributing to discussions and decisions that will benefit the region and to produce notes of these meetings.
- To develop good relations and maintain excellent communication channels with other teams and departments.
- The Team Assistant will also be assigned to a or several project teams and provide support with contracting consultants, organising travel, processing invoices and expense claims, maintaining financial records of project expenditure.
- If required, to provide administrative and project support to a country offices in the Middle-East.
- Responsible for co-ordinating team IT requests, user administration, systems access and record keeping. Working with the lead asset manager to ensure those who are joining, moving or leaving the department are equipped appropriately with the right IT.

Knowledge, skills, training and experience

Essential

- The role requires a strong sense of initiative and 'can do' attitude: you will need to use own initiative with minimal supervision and deal with routine queries as they arise escalating others as necessary.
- Exceptional organisational and administrative skills, with great attention to detail, with experience of working in a fast paced and highly productive operational environment.
- Proven ability to prioritise work, meet deadlines and respond flexibly to rapidly changing priorities.
- Experience in dealing with sensitive issues, including HR.
- Ability to research, gather, analyse, collate and present information as required.
- Experience of arranging and coordinating recruitment at international level.
- The ability to deal confidently and effectively with staff at all levels as well as external contacts, including Embassies, government bodies and official stakeholders, in person and in writing / on the telephone.
- Excellent verbal and written communication skills. The candidate will be required to draft official emails and reports.
- Excellent interpersonal skills and experience in dealing sensitively with confidential issues.
- Proficient computer literate skills, with strong experience of office software packages (i.e. Word, Excel and PowerPoint).

Desirable

- Fluency (spoken and written) in another language – French, Russian or Arabic.

Job impact

Decision making

- Typically directed by a combination of management, guidelines, processes and precedent.
- Generally work to short term deadlines. Arrange tasks within a daily routine.

Role holder will perform a range of tasks as part of a specific service or service team, and providing or contributing to the provision of support services to an agreed quality standard or specification. There will be minimum day to day supervision, but clear guidance. The roles require an understanding of the allocated workload but also an ability to react to changing priorities. Initiative is needed to handle processes and casework and to resolve problems and queries based on experience and judgment. The roles require a good working knowledge of systems and processes, and may involve responsibility for a specific area of work from start to finish. This means there will be responsibility for completing tasks within the agreed schedule and for resolving any problems or queries, although the more complex issues will be referred to others.

Scope

- Financial. Role/team dependent
- Employees. n/a

Other information	
For Reward team use only	
Job Code	
Definition:	Content / Content Support / Support

This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.

Appendix

There may be sub-sets of the generic job described above which require additional technical skills. This appendix to the generic job description can be developed to cover such situations.

Division	BBC Media Action
Reports to (title)	Regional Director, MEE
Location base	London, Ibex House

Organisation structure	

Additional job specific responsibilities and accountabilities
<ul style="list-style-type: none"> • Provide comprehensive administrative and operational support to team using discretion to identify and resolve first line issues, referring to supervisor/manager for assistance as necessary. • Organise key team meetings including co-ordination and distribution of agendas, supporting documents, production and distribution of minutes, and follow-up on outstanding actions. • Assess the range and volume of work to be undertaken for the day or days ahead and plan to ensure work is completed to time and to an appropriate standard. • Make routine arrangements and bookings, according to clearly defined instructions, and provide diary management support to team to help ensure that they use their time effectively. • Maintain, efficiently operate and improve a range of office processes and administrative

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systems (including filing) to ensure the smooth running of the team.

- Prepare documents, presentations and other materials to a clear brief, using established formats and standard software
- Prepare straightforward analysis, manipulation and interpretation of data.
- Follow set ordering procedures to ensure adequate low value supplies/resources are available to meet office/work unit requirements.
- Responsible for co-ordinating team IT requests, user administration, systems access and record keeping. Working with the lead asset manager to ensure those who are joining, moving or leaving the department are equipped appropriately with the right IT.

Approval	
Manager	Simon Derry
HR Business Partner	Karen Philips
Date	22/06/2018