



Term of Reference

Administrative Officer

Background

ICEM - the International Centre for Environment Management was established in Australia in 1999 to help governments and communities build capacity in the sustainable use of natural resources and maintenance of environmental quality. ICEM works in Asia, especially the Mekong countries, and focuses on climate change, water resources, biodiversity conservation and integrated assessments. ICEM seeks to integrate environmental concerns with development through spatial planning, socio-economic analysis and environmental assessment tools. The centre draws from an active network of experts and organizations, nationally and internationally, and in public and private sectors in forging partnerships to address critical conservation and development issues.

Administrative Officer (AO)

Reporting to the Administrative Manager, the AO will provide day-to-day logistic and administrative support to help ensure the smooth operation of the ICEM headquarters in Hanoi, to its staff and to ICEM project teams across the region.

Key responsibilities:

Office management:

- Overall day-to-day administrative responsibilities;
- Management of the ICEM office building, facilities and equipment, ensuring effective functioning and maintenance; and
- Procurement of office supplies, keeping inventory of organization equipment and ensuring that all equipment is properly secured.

Office secretary:

- Provide reception duties such as receiving guests, taking incoming calls and messages, distributing incoming mail, handling outgoing mail, preparing for courier services
- Provide secretarial duties to the ICEM office, including the arrangement of meetings for the ICEM director, managers and international and national project experts, taking minutes of meetings and typing documents and correspondence as required;
- Assist in making arrangements for hotels, flight bookings and land transportation for ICEM staff and consultancy teams;
- Assist in organising and supporting workshops and meetings for ICEM projects;
- Maintain the documentation and filing system for the ICEM library, ensuring confidentiality where necessary and the integrity of stored information;
- Database maintenance, which includes inputting data and managing network/stakeholder contacts;
- Assist in preparation of supporting documentation for liquidation and disbursement of project expenditures;
- Draft routine correspondence in English and Vietnamese;

- Format reports to ensure they are compliant with ICEM style guide; and
- Perform other duties and tasks as assigned by the Director of Operations and Administrative Manager.

Human resources:

- Maintain database and staff files, recruitment requirements, candidate documentation;
- Collect staff's monthly timesheets, check daily presence of staff (reporting punctuality, lateness or absences), monitor annual leave, time in lieu, regulated leaves;
- Advertise job announcements to media platforms, screen resumes and applications, arrange interview appointments and take part in the hiring process;
- Track, monitor, update and maintain human resources systems (such as attendance, payroll and leave), records, statistics and files;
- Keep employee records and ensure necessary confidentiality; and
- Process visa applications for national and international staff.

Desired qualifications:

- Advanced university degree in business, administration, or a related field;
- Excellent oral and written communication skills in both English and Vietnamese;
- Good secretarial skills with at least three years of work experience in similar position;
- Strong computer processing, layout and design skills;
- Enthusiastic and hard-working;
- Ability to work independently and/or in small teams;
- Willing to travel within Vietnam and to the Greater Mekong Subregion countries if needed; and
- Demonstrated passion and commitment to administration work in a development context.