



Terms of Reference / Vacancy Notice

ADMINISTRATIVE/HR OFFICER

September 2023

Role:	Administrative/HR Officer (maternity cover)
Function:	Contribute to the organizational administration of Aroha
Aroha Work Area:	Administration and Operations
Start Date:	1 October 2023
End Date:	31 March 2024
Duration:	6-months with possibility of extension
Place of Work:	Partially remote with 2-3 days in office per week
Compensation/Benefits:	Forty-four thousand (44,000.00) Swiss Francs (CHF) per year
Occupation Rate:	80%
Supervisor:	Executive Director
Contract Type:	Fixed-term staff employment contract
Contact / Apply to:	CV and Cover letter to send to applications@aroha.ngo and registration through this form
Application Deadline:	25 September 2023

Organizational Context

Aroha was established with its seat in Geneva in 2017 as an independent, international non-profit organization operating worldwide. Aroha aims to avert climate chaos by mobilizing actions towards limiting global warming to 1.5°C, enhancing protection of vulnerable communities and ecosystems, and maximizing benefits of the transition to a climate resilient future. Towards these objectives, Aroha operates in partnership with public and private entities across four principal work domains:

- Policy Shift: Contributing to the development of policies to ensure action consistent with averting climate chaos
- Financing and Implementation: Contributing to the effective financing and supporting the implementation of actions to avert climate chaos, including through the work of the Financial Future Center (FFC), hosted at Aroha
- Communications and Partnerships: Contributing to awareness and understanding and developing and sustaining partnerships vital to averting climate chaos
- Administration: Supporting Aroha's programs in the policy, financing and implementation, and communications and partnerships domains with effective internal finance and administration systems

Our Values

Aroha is				
Cause-obsessed	Imaginative	Fearlessly independent	Team-powered	Open

Our values are a central part of who we are and how we work. Aroha is an evolving entity and we seek to grow harmoniously by bringing individuals into our team who share the same values.

Position Purpose

The Administrative Officer will support the work and fulfillment of the mission of Aroha, as well as its Administration, Financial, and Operations work domain.

Reporting Relationships

The Executive Director will direct, supervise and monitor the work of the Administrative Officer.

Duties and Responsibilities

The Administrative Officer, under the direction of the Supervisor, will be asked to contribute to a variety of tasks within the assigned team, which will include those among the following:

- Support the recruitment, on-boarding and completion phases of new and outgoing personnel and ensure proper follow-up from an administrative and documentational standpoint;
- Oversee Aroha’s contracting of external service providers and suppliers, including procuring goods and services, checking and compiling terms of references and handling or advising on payments for services rendered, advising other staff of contract status developments, performing market research and contacting of potential suppliers/contractors in accordance with procurement guidelines, and managing Aroha procurement for office supplies and operational needs;
- Lead recruitment process according to Aroha internal policies;
- Prepare contracts and contract extensions for Aroha personnel, consultants and external contractors;
- Act as the focal point for managing travel visa obtention when required for Aroha Board members, staff, contractors, and partners sponsored by Aroha;
- Manage the online admin drive, ensuring all key institutional files are kept well organized and to the satisfaction of the institution’s auditor and accountant, continuously filing and uploading documents and adjusting file organization online to ensure easy access for colleagues to institutional files;
- Act as the liaison with Aroha’s external accountant and auditor in order to ensure their needs are effectively met and that payments and payroll are processed in a timely manner;
- Prepare and adjust recurring accounts receivables through Aroha’s finance platform and oversee notification to Aroha partners, including by following-up with established contractors of Aroha to ensure they file periodic paperwork for payment (invoices) and that payments are processed by Aroha’s accountant in a timely manner;
- Provide monthly payment instructions to Aroha’s accountant for ad-hoc payments and upload all relevant files to the admin drive;

- Download monthly account/billing statements from financial (PayPal, credit cards), telecommunications, web (web service providers), and other ongoing service providers and upload these to the admin drive;
- Scan and file all relevant administrative information including hard-copy monthly statements/bills (including for rental, insurance and salary management) and upload copies to the admin drive;
- Process hard-copy and digital receipts of Board members/management team of Aroha for processing through Aroha's expense platform and advise of monthly expense totals and relating monthly transaction requirements to the accountant;
- On the guidance of senior staff, manage the customer relations management (CRM) partner database, including uploading and cataloguing digital and hard-copy contact information (business cards etc.);
- Manage ingoing, outbound and correspondence to be forwarded to the accountant, including directly with the local post office
- Manage Aroha's inbound and outbound correspondence, including the processing of letters for signature by Aroha managers, stamping and issue of official correspondence, the physical and digital dispatch of correspondence, and the collection of mail on a regular basis throughout each working week, opening and sorting of generic mail and forwarding of personal mail to relevant managers or personnel;
- Liaise with Aroha's office premises' contact points for offices needs and ensure office supplies are consistently stocked, office operating needs are effectively addressed and cleaning and other office services such as the maintenance of office plants are effectively performed;
- Draft correspondence for signature by Aroha officials or Board members as relates to finance or administrative and operational matters;
- Act as a key contact point for all enquiries to the organization whether email, online forms, telephone or otherwise, performing the role of Aroha's principal receptionist, and liaising with UN and governmental agencies, international organizations, UN permanent missions, and other public and private partners in addition to individuals seeking contact with Aroha;
- Assist Aroha communications teams with the organization of events and meetings, including by supporting documenting of meetings (photo, video and otherwise) and registration of delegates, room arrangements and preparations, and other organizational tasks in support of event and meeting operations;
- Welcome guests visiting the organization and ensure hospitality for Aroha visitors, meetings and events, through procuring and direct or overseeing service of drinks and food, as appropriate or as requested by Aroha management and program teams;
- Maintain a catalogue of responses to standard enquiries and ensure that inbound enquiries are responded to according to Aroha's external communication protocol;
- Any other administrative, finance or operational tasks as assigned by the supervisor.

Additionally, the Administrative Officer may be requested to perform any other relevant tasks of an organizational or substantive nature as directed by the supervisor according to evolving Aroha programmatic and project needs.

Profile

Education

Holding a relevant professional diploma in administration, business administration, Human Resources or a related qualification in a relevant administration and operations field.

Experience

At least 2-3+ years of experience within finance, administration and Human Resources of a non-profit or public organization. Experience in an international organization, diplomatic mission, the non-profit sector a distinct asset. Experience working in or with least developed countries and/or small island developing states an advantage.

Competencies, Skills & Languages

- Proficiency in Microsoft Office programs (especially Word, Excel, and PowerPoint);
- Demonstrated understanding of Swiss rules and regulations;
- Demonstrated understanding of organization budgeting, financing and accounting tasks;
- Strong organizational skills, including the ability to identify clear objectives, prioritize effectively, and use time efficiently;
- Excellent interpersonal, oral and written communication skills;
- Ability to work collaboratively with colleagues, as well as individually;
- Ability to work under pressure and meet tight deadlines;
- Native proficiency in English and French is required.

Other

Contract Duration

The initial contract duration stated in the Summary section may be subject to extension, although any extension is dependent on work performance, program needs, available finance and other factors.

Working Hours & Modalities

- 80% working basis of 32 gross working hours, divided into 4 days of 8 hours (unless otherwise agreed with the Supervisor). Any other working basis is subject to a separate agreement with Aroha.
- The Administrative Officer may generally work 2 of the 5 working days remote/from home (subject to agreement with the Supervisor). The Administrative Officer will discuss with their supervisor on the special work arrangement under COVID pandemic.
- The Administrative Officer is expected to work during Aroha core business hours of 10am – 4pm.
- Trial period: The employment arrangement is subject to an initial 2 weeks trial period, during which time either party may decide to freely discontinue the agreement with 7 days' notice.

Accommodation & Travel

Candidates must also arrange for their own accommodation. The Administrative Officer does not normally travel but may be required to conduct work at locations around Geneva outside of Aroha offices. Aroha does not cover transportation-related expenses to/from Geneva for deployment, nor to and from Aroha's office and ordinary places of conference/meetings/operational activities, except for authorized official missions, in which case Aroha travel rules apply.

Other Requirements

Participants must ensure they have medical insurance valid for Switzerland, as this is not covered by Aroha.

How to Apply

- Contact: applications@aroha.ngo
- Include a resume (CV) and cover note explaining your interest and motivation for this post. Please send your documents under the following file name: CV_Lastname.pdf; CoverLetter_Lastname.pdf
- Indicate any flexibility or constraints with respect to the start date
- Fill out the following [online form](#) before the application deadline