



**Organization: Financial Sector Deepening, Tanzania**

**Job Title:** Administration Manager

**Report to:** Operations Director

**Supervising:** Receptionist and Driver

**Location:** Dar es Salaam, Tanzania

**Duration:** 1.5 Years contract

**Financial Sector Deepening, Tanzania (FSDT)**

Financial Sector Deepening, Tanzania, aims to further develop the country's financial system to provide greater access to financial services to more Tanzanian men, women, and enterprises. Incorporated in July 2004, FSD Tanzania's mission is to generate sustainable improvements in the livelihoods of poor households through reduced vulnerability to shocks as well as increased incomes and employment. FSD Tanzania's vision is to achieve improved capacity and sustainability of the financial sector in Tanzania by meeting the needs of small-to-medium enterprises (SMEs) and individuals.

FSD Tanzania's website: <http://www.fsdt.or.tz>

To achieve this aim, FSD Tanzania has four main strategic objectives:

1. Improved policies and legal/regulatory frameworks
2. Enhanced market infrastructure and support services for financial service providers
3. Improved financial services that meet the needs of urban and rural enterprises and
4. To deliver financial services appears to have the greatest potential impact on the landscape of access to and usage of financial services in Tanzania.

**Primary Responsibilities**

The Administration Manager will organize and supervise all of the administrative activities that facilitate the smooth running of FSDT office. An Administration Manager will carry out a range of general administrative duties including overall coordination of office support activities including logistics and facilities management. The Administration manager will supervise the Receptionist and Driver to ensure smooth running of the office. The Administration Manager will ensure Administrative procedures are in place and updated to serve FSDT employees, and other Key Stakeholders (Customers/Investees/Development Partners/In-country Consultants, Trustee, PIC and Investment committee members).

The Administration Manager will be expected to fully participate and to contribute to the effective management of the FSDT by working closely with the Operations Director, Executive Director and the rest of the FSDT Employees office staff and cultivate a team culture necessary for the achievement of FSDT's goals and objectives.

**Core responsibilities of this role include:**

***Running the FSDT Office***

- Maintains office services by organizing office operations and procedures; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
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- Ensuring the office layout is perfect as per FSDT's brand guidelines provided by the Communications team.
- Maintains office efficiency by planning and implementing office systems, and layouts.
- Ensure at all the times the office has adequate supplies of stationeries and other general administrative supplies to meet the demand.
- Creating and implementing new administration systems to suit the changing needs in the office.
- Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records.
- Support the evaluation of office equipment purchased by the FSDT and determine requirements for necessary upgrading.
- Arrange the regular/timely maintenance and repair of office equipment.
- Support the procurement of necessary goods and services to ensure compliance with FSDT's P&Ps.
- Key point of contacts with all suppliers who are supplying general office requirements.
- Effective maintenance of the company's filing and retrieval system including for Marketing and PR materials (banners and brochures).
- Support the organization of general staff meetings and performing secretarial duties in the meetings. Ensuring appropriate follow-ups to agreed action points in the meetings.
- Preparing administrative performance reports and delivering to management.
- Completes operational requirements by scheduling and delegating duties to direct reports (Receptionist and Driver); following up on performance/ work results.
- Contributes to team effort by accomplishing related results as needed.
- To oversee the library and ensure all required literature is in place

#### **Events Management**

- Support all FSDT staff in preparing and coordinating resources and other logistics for external or internal meetings/workshops/forums etc.
- Establishing and updating of the FSDT's Invitation list/s. Ensure all invitation lists are updated and relevant for the various thematic functions and activities at FSDT.
- Manage and coordinate all administrative functions at FSDT events including; invitations, RSVPs, venue and other facilities bookings and procurement.
- Support the Responsible theme/function to drive attendance to the event.
- Setting, communicating and maintaining timeline and priorities on every project
- Ensuring excellent customer service and quality delivery of events

#### **Financial Management and Budgeting**

- Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Manage general office administration budget, recording and monitoring office bills and working with the Finance Manager (FM) to arrange payments.
- Keeps management informed by reviewing and analysing special administrative budget reports; summarizing information; identifying trends.

#### **Front Office Management and Communications**

- Ensure proper processes and procedures in place to manage front office duties and reception services at the FSDT offices
  - Ensure effective running of the Receptionist Function at FSDT
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- Deployment/maintenance of effective and efficient FSDT communication systems (exchange, helpdesk functions, telephone (mobile and fixed), video conferencing facilities and all other forms of communications required to run the office).
- Ensure maintenance of high quality e-mail and internet access for the office

#### ***Human Resources Coordination Duties***

- Coordination and reporting responsibilities on the Leave/Absentee management.
- Support the OD in compilation and Record keeping of HR related information (as may be requested).
- Coordinate logistics for training and other employee development activities
- Coordinate Staff engagement and motivational activities
- Assist with internal coordination of health, life assurance, funeral and welfare benefit schemes (serves as primary contact for registration and queries and works directly with Vendors to resolve issues).
- Implement office security procedures at FSDT and ensure all Health & Safety guidelines are in place including First Aid training, Fire Marshalls and a First Aid box.

#### ***Travel and Transport***

- Manage all matters relating to internal and external travel arrangements, including logistics for FSDT executives, consultants and visitors as necessary
- Coordinate and maintain all records relating to travel and transport (including travel requisition, and Travel reports)
- Manage and Supervise the driver
- Ensure record keeping for programme vehicle use is maintained in accordance with FSDT procedures
- Submit necessary returns to FSDT relating to vehicle management in accordance with the Trust's policies and procedures.

#### ***Expected Outcome, Deliverables and Reporting***

- Establishment of a well organised and smooth running office
- Well maintained programme, project and office records
- Creation of a strong professional image for the FSDT and ensure the programme is seen to be accessible to key stakeholders
- Clean, safe and orderly office environment
- Timely delivery of assigned office management and administrative duties.
- Smooth and efficient service delivery function at FSDT

The Administration Manager will report directly to the Operations Director. Progress in achieving these outcomes will be assessed by the Operations Director with the Administration Manager formally and informally on a regular basis. A performance KPI will be drawn to guide performance expectations for the role.

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### **Knowledge, Experience and Skills**

The Administration manager will have at least five years' experience working in a similar office environment. Formal training in Human Resources management, general management, financial management or communications would be an advantage.

The Administration Manager will be educated to at least with one 3 years or above Advanced Diploma/Degree. The Administration Manager should also be trained in general office administration or have 5 years of working experience in the field.

### **The Office Administration Manager will also need to:**

- Have good written and spoken English
- Be fluent in English and Kiswahili
- Be numerate
- Have strong interpersonal skills and be able to work closely with a wide range of people both inside and outside the FSDT office
- Be a strong team player and a motivator
- Be willing to act under instruction but possess the ability to work independently and take initiative where needed
- Be computer literate and savvy (especially MS Office and MS Project)
- Be very familiar with working to tight deadlines
- Be persistent, patient and unflappable under pressure
- Have an ability to transfer skills effectively to colleagues and counterparts.
- Be a Tanzanian citizen.

The role involves regular access to confidential information pertaining to all aspects of FSDT operations and the confidentiality of such information must be maintained at all times.

*The deadline for sending applications is 15 February 2017. Please send resumes and cover letters to: [vacancy@fsdt.or.tz](mailto:vacancy@fsdt.or.tz)*

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