**TERMS OF REFERENCE**

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| **Position Title**: | **National Communications Authority Support Staff- Receptionist** |
| **Accountable to**: | NCA Project Coordinator |
| **Type of Appointment** | Employment Contract |
| **Reference No** | **GFRS/ICT/ 2018-19/C34** |
| **Duration** | 1 year |
| **Duty Station** | Mogadishu  |

1. **Context:**

The ICT Sector Unit of the World Bank Group is working with the Ministry of Posts and Telecommunications (MPTT) and the Ministry of Finance of the Federal Government of Somalia to provide a program of ICT Sector Support, 2014-2018. The Federal Government of Somalia is the Recipient of the ICT Sector Support in Somalia program endorsed by the Somalia Development and Reconstruction Facility (SDRF) and funded under the Somalia Multi-Partner Fund (MPF) administered by the World Bank.

Under the second phase of the program, the Federal Government of Somalia in conjunction with the Ministry of Finance and The Ministry of Posts and Telecommunication is seeking to employ an individual for the post of **Receptionist** for the National Communications Authority (NCA). The receptionist will be under the supervision of the NCA Project Coordinator

**Background**

The project development objective is ***“to contribute towards the process of developing a regulatory framework for the telecommunications sector and building an ICT infrastructure in Somalia”.*** The second phase of the project has three components:

1. Enabling Environment, focusing on supporting the regulatory and governance framework for the sector, following the anticipated passage of the new Communications Law. This will provide for ongoing support to the Ministry and new regulator and will facilitate a new activity on support for the implementation of an effective mobile-money framework.
2. Efficiency and equity in access to connectivity, which will support:
3. The establishment of a framework for SIM card registration;
4. The establishment of communications rooms in key ministries across different economic zones, including Puntland;
5. Supporting the Somali Research and Education Network (SomaliREN), including through provision of advance purchase of internet bandwidth and capacity-building
6. Support and Capacity-Building for the Project Implementation Unit within the MPTT, and a Project Coordination Unit for local implementation in Puntland.
7. **Overall Objective:**

The Employee serves as the Receptionist of National Communications Authority with the responsibility for planning and executing all necessary functions.

The receptionist shall report to the NCA Project Coordinator.

1. **Tasks:**

The receptionist will carry out the following tasks:

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|  | Provides administrative and secretarial support services in the office. |
|  | Receives and screens internal and external customers and refers them to appropriate offices |
|  | Document production (drafting, editing and proof reading reports and correspondences. |
|  | Manages incoming and outgoing correspondences. |
|  | Attends to internal and external customer queries in a timely manner. |
|  | Supervises the work of employees in supporting roles, including assigning workload and monitoring employee performance. |
|  | Processes minutes of meetings and distribute them to members.  |
|  | Coordinates meetings, conferences and workshops. |
|  | Handles incoming and outgoing telephone calls. |
|  | Maintains a clean and conducive work environment. |
|  | Maintains an efficient manual and electronic Departmental filing system. |
|  | Supervises the performance and routine maintenance of office equipment. |
|  | Oversees and facilitates resources management and administration procedures and documentation. |
|  | Requisitions for stationery and other office consumables. Makes routine acquisition and distribution of stationery and other consumables in the office. |
|  | Provides secretarial relief services to any office whenever called upon. |
|  | Supervises Office Attendants to ensure a clean working environment. |
|  | Any other duties assigned by the supervisor |

1. **Duration of the Assignment:**

The offer is 1 year contract, subject to review after the first year, with possibility of extension dependent on performance and funds. The duty station is Mogadishu, Somalia.

1. **Reporting:**

The Receptionist will report to the NCA Project Coordinator. He/ She will work closely with NCA Implementation Task Team.

1. **Facilities to be provided by the Client:**

The National Communications Authority will provide the Employee with office facilities which will be located at the Project Office.

**Qualifications, Experience and knowledge:**

* Bachelor degree Project Management or Business Administration or any other related field.
* Good knowledge Project Management.
* Advance MS excel skills (creating spreadsheets and using financial functions.)
* Familiarity with accounting software (e.g. QuickBooks.)
* Organizational and time management skills.
* Three years’ work experience as a Receptionist, Secretary or similar role
* Attention to detail with an ability to spot errors.