

UNDP BELARUS

TERMS OF REFERENCE

Position Name:	Support Clerk
Position Type:	Individual Contractor, National
Office/Project:	UNDP Country Office (CO) in Belarus and the Office of the UN Resident Coordinator (RCO)
Working Conditions:	Office clerical work upon request . Work schedule is established upon coordination with the Supervisor/Requestor of services
Contract Duration:	1 December 2020 – 30 November 2021 (maximum 245 working days)
Travel Requirements:	Not required
Payment Terms:	The remuneration is calculated based on the fixed hourly rate and the number of hours worked as indicated in the Timesheet. Payment is effected based on the Timesheet and the Certification of Payment approved by the Requester of services. Payment of income taxes is the responsibility of the contractor.
Qualifications:	<ul style="list-style-type: none"> • University degree in Linguistics, Social Sciences, International Relations or similar area; • At least 2 years of experience in performing clerical/administrative duties; • Additional training(s) in the area of clerical work will be an asset; • Previous experience with the UN will be an asset
Competences:	<ul style="list-style-type: none"> • Excellent communication skills; • Excellent multitasking abilities; • Fluent English; • Knowledge and work in Word, Excel, Outlook applications
Overall supervision:	Operations Manager

Background:

UNDP is present in Belarus since 1992. UNDP's mandate in Belarus is determined by the Agreement between the Government of the country and UNDP of 24 September 1992, which requires UNDP "to support and supplement the national efforts at solving the most important problems of its economic development and to promote social progress and better standards of life". UNDP activities in Belarus are currently guided by the Country Programme Document (CPD) 2016-2020, which focuses on three key areas in line with the national development priorities: (1) Stronger systems of inclusive and responsive governance; (2) greener growth incorporating productive capacities that target employment and create livelihoods for vulnerable groups; (3) better access to basic services for vulnerable groups. In 2015 Belarus committed itself to achieving the Sustainable Development Goals. UNDP helps the country to implement and mainstream the SDGs at the national and local level, in particular through advocating for a National SDGs Coordinator and aligning local activities with the SDGs.

UNDP provides operational support to UN Agencies in Belarus, including RCO.

Objective and responsibilities:

Under overall guidance of the Operations Manager and direct supervision of the Requestor of specific services, the Support Clerk provides various office support services to UNDP CO and RCO which

includes backstopping of front desk and telephone communications services, secretarial and administrative support **upon request** ensuring high quality and accuracy of work. The Support Clerk promotes a client, quality and results-oriented approach.

The contractor shall perform the following functions:

1. Ensures **backstopping of front desk and telephone communication services, as needed:**

- Maintains at all times professional image as the front-line representative of the Country Office;
- Supports in monitoring all visitors to the office; provides assistance to visitors by providing directions and accurate information;
- Answers incoming internal and external telephone and personal enquiries, filters calls accordingly, takes messages when necessary;
- Receives incoming correspondence, sorts and delivers to individuals; registers and posts outgoing correspondence;
- Makes catering arrangements for meetings and visitors by ordering refreshments and preparing tea/coffee as requested;
- Monitors supplies and orders in the meeting rooms;
- Supports with maintaining neatness of common space on the floor, asks for support when necessary;
- Supports with receipt and registration of tender documents;
- Assists to staff with sending faxes and making phone calls;
- Provides other services of similar nature when assigned by supervisor.

2. Ensures the **provision of secretarial and administrative support:**

- Translates incoming and outgoing correspondence upon request;
- Types/drafts correspondence, documents, letters, etc. from rough draft materials;
- Participates in the office meetings and prepares minutes of the meetings upon request;
- Provides support in organization of events if required.
- Provides support in registration procedures for foreign visitors;
- Provides support in visa application process;
- Provides support in entering information into various data bases, when required;
- Provides support with paper flow, including preparation of various service requests, when required;
- Assists with providing interpretation/copy editing services (liaison with the interpreters, copy editors);
- Provides support in procurement of goods, works and services, including search for providers of goods, works and services, requesting invoices, preparation of documents for payment, etc.;
- Provides support in other related issues, when required.

Results:

Qualitative and timely clerical support services provided to **UNDP CO** and **RCO** upon request.

Supervisor

Supervisee