

**Detailed Terms of Reference
For**

Consultancy to provide administrative support to the United Nations Resident Coordinator's Office (RCO) for Mauritius and Seychelles

1. Project Summary Table

PROJECT TITLE	Administrative support to the United Nations Resident Coordinator's Office (RCO) for Mauritius and Seychelles
COUNTRY	Mauritius and Seychelles
REGION	Africa
FOCAL AREAS	UN Resident Coordination System
DUTY STATION	Mauritius
TITLE	Consultancy to provide administrative support to the United Nations Resident Coordinator's Office (RCO) for Mauritius and Seychelles
EXPECTED DURATION OF ASSIGNMENT	Maximum of 65 days worked within a period from 15 April to 16 July 2021

1. Organizational Setting and Reporting Relationships:

The UN System has undergone a reform globally. The multi country office has been officially established with staff in Mauritius and a liaison coordination officer in Seychelles. The operations support will be partly provided by UNON and partly by UNDP. A knowledgeable administrative associate is needed provide support and liaison between the above entities and the RCO to ensure effective and quick processes.

The position is located in the United Nations Resident Coordinator's Office (RCO) in Mauritius (i.e. Multi Country Office - MCO for Mauritius and Seychelles) and reports to RCO Team Leader with overall guidance of the Resident Coordinator.

2. Duties and Responsibilities

Within delegated authority, Administrative Associate will be responsible for the following duties:

Under the guidance and supervision of the Head, Team Leader of the UN Resident Coordinator's Office (UNRCO) in Mauritius, the Administrative associate is responsible for analyzing all operations and administrative support needed by RCO and generate an annual plan of work. He/ she will grasp the full understanding of UNON and UNDP procedures as a service providerS to RCO to ensure effective delivery of services including support to the development and implementation of RCO budget.

The Administrative associate is responsible for the overall management of administrative services, and executes processes and transactions ensuring high quality and accuracy of work. He/she helps RCO understand and interpret rules and regulations and provides solutions to a wide spectrum of issues related to operations including simple data collection procurement, finance and administrative issues to ensure RCO works smoothly with service providers . The Administrative associate promotes a collaborative, client-oriented approach consistent with the UN Secretariat as well as UNDP rules and regulations.

The Administrative associate works in close collaboration with all partners to ensure successful UNRCO performance in area of his/her work.

Summary of Functions:

- Ensure good liaison with RCO services providers to ensure smooth and quick delivery of services
- Support implementation of financial and administrative management strategies
- Support delivery and monitoring of the Special Purposes Trust Fund (SPTF) and Locally Mobilized Resources (LMR) plus any other resources and organization of the cost-recovery system in the context of a MCO
- Monitor RCO accounts for Mauritius and Seychelles
- Assistance to support office administration and Management and other related matters
- Assesses and anticipates operational and procurement support requirements for coordination activities of RCO
- Generate simple data to support day today running of office when required
- Covers the duties of the Executive Associate (EA) to the Resident Coordinator when EA is away.

3. Description of Functions:

Supports implementation of operational and financial management strategies, and adapts processes and procedures, focusing on the achievement of the following results:

A. Provides assistance implementation of operational and financial management strategies, and adapts processes inline with required procedures in the context of Multi Country Office focusing on the following results for Mauritius and Seychelles :

- Support full compliance of financial activities, financial recording/reporting system and audit follow up with UN/UNDP analyzing rules, regulations, policies and strategies; support efforts of the effective internal control and functioning of the financial resources and management system.
- Support Finance business processes mapping and elaboration/establishment of internal Standard Operating Procedures in Finance/Admin, control of the workflows.
- Continuous analysis and monitoring of the financial situation, presentation of forecasts as per RCO budgets
- Contribute to elaboration and implementation of cost saving and reduction strategies, including contribution to the Efficiency Agenda with close communication with the service providers and OMT.
- Support delivery and monitoring of the Special Purposes Trust Fund (SPTF) and Locally Mobilized Resources (LMR) and organization of the cost-recovery system
- Support generation of simple data required for reporting in the area of work

Ensures proper monitoring of UNRCO accounts focusing on achievement of the following results:

- Support implementation of the internal expenditures' control system to service providers checking if vouchers processed are matched and completed, transactions are correctly recorded and posted; MPOs, travel claims and other entitlements are duly processed, receipting of goods and services and establishment of accruals are properly done in compliance with UN and UNDP policies and procedures.
- Support monitoring of corrective actions on unposted vouchers, including the vouchers with budget check errors, match exceptions, unapproved vouchers. Timely response to HQ requests to resolve financial data issues.
- Support monitoring of the Accounts Receivables for RCO projects and maintenance of the General Ledger.
- Support delivery of RCO budget acting as liaison with service providers

B. Support organization of internal and external meetings (of the RCO, UNCT, Results Groups etc.) and supports participation of resident (RAs) and non-resident agencies (NRAs) as well as visits and missions of UN Officials and UNCT Members, etc.:

- Provide assistance in preparations of RCO and UNCT meetings respectively, and facilitate participation of the UNCT as needed.
- Takes minutes of meetings as requested.
- Liaises with relevant offices and stakeholders (internal and external) as needed to ensure meeting documents are shared
- Supports the provision of administrative and logistical support for the visits and missions of UNCT Members and other UN Officials, and consultants.

C. Supports the joint activities, logistical arrangements and organisation of UN related events in Mauritius and Seychelles:

- Monitors the deliverables as per timelines of contracts, initiatives and events managed and/or coordinated by the RCO for payment purposes.
- Develops checklists of to do items for joint activities and events - such as the annual UNCT Retreat, UN Days and other events that may be supported by the UN system.
- Liaises with hotel and event organizers for logistical and other arrangements.
- Supports coordination of internal and external participation in joint activities and events.

D. Provides secretarial services, budget updates, travel arrangements and approvals, processing of claims and other relevant support to the RCO team:

- Provides secretarial support to the RCO Team , as needed.
- Provides secretarial and basic ICT support for RCO and UNCT meetings.
- Monitors RCO budget updates, including on incoming contributions and expenses.
- Supports the processing of travel claims and approvals needed for the RCO team, consultants, experts, speakers and others as needed.
- Support the process of other expense and petty cash claims.
- Undertakes other duties as directed by the RCO Team Leader and/or UN RC.

E. Covers the duties of the Executive Associate (EA) to the Resident Coordinator when incumbent is on leave or away for mission

4. Work location and hours:

The position will be in the RCO in Mauritius and the work hours will follow the normal working hours and workdays of UN staff in Mauritius.

5. Competencies

- **Professionalism:** Knowledge of the United Nations system. Shows pride in work and in achievements; demonstrates professional competence; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
- **Planning and Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
- **Communication:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify and exhibits interest in

having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

- **Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.
- **Accountability:** Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.
- **Creativity:** Actively seeks to improve services; offers new and different options to solve problems or meet client needs; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.
- **Client Orientation:** Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with internal and external clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.
- **Commitment to Continuous Learning:** Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.
- **Technological Awareness:** Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

6. Work location and hours:

The Consultant will be located in the RCO in Mauritius and the work hours will follow the normal working hours and work days of UN staff in Mauritius.

7. Travel cost:

There will not be any cost reimbursement for daily travel to and from the RCO. For other travel required, there will need to be prior approval from the Head of RCO.

8. Contracts based on daily fee:

The fee will be paid on a monthly basis on time sheet completed with description of tasks, certified by the Head of Resident Coordinator's Office. UNDP makes payments based on the actual number of days worked.

9. Duration of the work

The assignment will be for a maximum of **65 days** worked within a period from **15 April to 16 July 2021**.

10. Deliverables

Completion of tasks as per Terms of Reference.

11. Competencies

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12. Qualifications:

Secondary Education with specialized training in administration. University Degree or equivalent in Business or Public Administration, Finance, Social Sciences, or related field would be desirable, but it is not a requirement.

13. Experience:

A minimum of 6 years of progressively responsible administrative or programme experience is required at the national or international level. Experience in the usage of computers and office software packages (MS Word, Excel, etc.) and advance knowledge of spreadsheet and database packages, experience in handling of web-based management systems.

14. Language:

Fluency in English, French & Mauritian Creole.

15. Duty Station

The consultant will be based in Mauritius.

16. Scope of price proposal

Financial proposals must be “**all inclusive**”¹ and expressed in a lump-sum for the total duration of the contract. The lump sum is fixed regardless of changes in the cost components.

13. Required expertise and Submission evaluation

All submissions will be assessed against the following criteria:

Technical evaluation		Score
Education of the consultant	Secondary Education with specialized secretarial training. University Degree or equivalent in Business or Public Administration, Finance, Social Sciences, or related field would be desirable, but it is not a requirement.	10
Relevant work experience	(i) A minimum of 6 years of progressively responsible administrative or programme experience is required at the national or international level (ii) Experience in administrative work (iii) Experience in managing finance operations including audits	45 15 20 10
IT skills	<ul style="list-style-type: none"> Experience in the usage of computers and office software packages (MS Word, Excel, etc.) and experience in handling of web-based management systems. Good knowledge of the UN System and role of the UN Country Team 	30 15 15
Communication skills	<ul style="list-style-type: none"> Strong interpersonal skills, team working skills and excellent communication skills Excellence in oral and written English and French 	15 10 5
	Total technical score	100 (70%)
Financial evaluation		
Value for money	The value that RCO of Mauritius and Seychelles will receive from the service provider	30%

Only the best candidates will be contacted for the next stage.

14. Annexes

¹ The term “all inclusive” implies all cost (professional fees, transport costs, etc.)



UNITED NATIONS
MAURITIUS



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SEYCHELLES



Annex A - Letter of confirmation of interest and availability and Submission of financial proposal
Annex B - P11
Annex C - IC Contract Template
Annex D - UNDP GCC IC

15. Approval

This TOR is approved by:

Name and Designation : HE Christine N. Umutoni, UN Resident Coordinator
Date of Signing : 24 March 2021