

**TERMS OF REFERENCE  
(Individual Contractor Agreement)**

**Title:** [Administrative Assistant]  
**Project:** [UNOPS support to UNHCR activities –JAPAN/2021/01]  
**Duty station:** [Tokyo, Japan]  
**Section/Unit:** [UNHCR Representation in Japan]  
**ICA Level:** [Local -Support ICA, Level 4]  
**Duration:** from [01/02/2021] to [30/09/2021]

### 1. General Background

Established in December 1950, UNHCR, the UN Refugee Agency, is dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people.

Operating since 1979, the UNHCR Representation in Japan works together with the government and civil society to support and protect refugees in the country. It puts forth proposals for laws and policies, delivers trainings on refugee status determination and acts through partners to provide legal and social assistance to refugees. It also works to facilitate refugee integration in the Japanese society and engages in awareness-raising activities among the general public.

The Communications Unit of the UNHCR Representation office works to build public awareness and support for forcibly displaced and stateless people. In line with its Global Communications Strategy, UNHCR requires skilled communications professionals to conceive and execute a range of activities that help us lead the narrative on forced displacement, generate empathy and mobilize action. The Administrative Assistant position is a critical role within the communications team and will support the Senior Communications Officer/Senior Project Lead in 1) implementing solutions to strengthen organizational processes 2) enhance coordination between and among the communications team and 3) ensure effective delivery of services. The Administrative Assistant is a position that requires basic knowledge of administrative rules, procedures as well as operational standards of a UNHCR office. The nature of certain administrative/personnel functions require discretion and confidentiality.

The UNOPS Contractor/ Administrative Assistant is accountable to perform their duties as reflected in their job description. In addition, they will be expected to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial

competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

## 2. Purpose and Scope of Assignment

Under the supervision of the Senior Project Leader/Senior Communications Officer, the individual contractor will organize and coordinate office administration and procedures for the communications team. The scope of the assignment will be related to both UNHCR's work in relation to the Olympic and Paralympic games in Tokyo and the day-to-day operations and functioning of the communications department. This person will act as a trusted day-to-day assistant to the Senior Project Leader/Senior Communications Officer and their responsibilities will include:

- Assist in the coordination and scheduling of meetings, both internally and with external stakeholders, as related to the overall operations of the communications function of the office
- Prepare correspondence, reports, and other related documents as needed in English and/or Japanese
- Lead on the organization, archiving and electronic filing of all key documentation, reports, and correspondence
- Arrange and/or attend meetings related to Tokyo 2020, take minutes and interpret (English <-> Japanese) for the supervisor and other staff and partners, as needed
- Monitor UNHCR's communications activities around Tokyo 2020, and other global and Japanese initiatives relevant to the theme of "sports and refugees", including World Refugee Day, and lead on compiling and disseminating news and media email roundups internally, on a weekly basis and as needed
- In close coordination with the Senior Communications Officer, assist in the maintenance of effective tracking systems of deliverables and project milestones
- Lead on the creation and maintenance of a shared communications calendar of key moments, events and schedules
- Provide clerical assistance for communications related events
- Brief UNHCR staff members, affiliated personnel and partners, coming on mission in relation to Tokyo 2020 on general administrative matters and ensure administrative/logistical support on all aspects of these missions, including but not limited to: accreditations, security/ground passes, submission of completed forms and related documents, transportation, accommodation, agendas etc.
- Identify and procure the resources (goods and services) needed for all communication related activities
- Assist the supervisor to monitor, record and maintain the communications team budget and expenses, as needed

- Work in close coordination with the UNHCR Representation Office administration unit, ensuring clear lines of ownership and accountability for tasks as well as compliance with rules, regulations and procedures
- Perform other related duties as required.

### **3. Monitoring and Progress Controls**

The incumbent will be required to work independently and within a team, under the supervisor's oversight who will provide work plans and guidance, to ensure seamless operations and effective coordination of the communications team. The incumbent's work will be controlled based on: (a) meeting expected results and (b) conformity to UNHCR policies and procedures.

### **4. Qualifications and Experience**

- Excellent verbal and written communication skills in Japanese and English - required
- Experience communicating with Japanese local administration, civil society, academia and other senior-level officials- required
- Experience acting as a trusted assistant in a high-volume work environment – required
- Experience providing logistical support to senior-level personnel and high-ranking officials- required
- Demonstrated understanding of the social and political environment in Japan- desired
- Existing knowledge of UNHCR or UN admin and financial rules, procedures and processes – desired
- Some knowledge of budget creation, tracking and maintenance helpful - desired

#### **a. Education**

- Completion of secondary education or higher

#### **b. Work Experience**

- Job experience relevant to the function: minimum one year

#### **c. Key Competencies**

- Strong verbal and written communications skills in English and Japanese – required
- Strong organizational and time management skills– required
- Strong interpersonal skills -required

- Ability to adapt quickly to changing circumstances and exhibit flexibility – required
- Basic IT literacy and competency in Microsoft Office suite – required
- Experience working in a multicultural environment and working with teams across different regions and time zones- desired
- Technical knowledge of office management systems and procedures – desired