
Position Title:	Regional Administrator- Pacific
Location:	Suva, Pacific Regional Office
Reports to:	Regional Manager- Pacific
Direct Reports:	0
Classification:	Level 1
Employment type:	Part-time, Fixed term
Last update:	November 2019

RedR Australia

RedR Australia is a leading international humanitarian agency that selects, trains and deploys technical specialists globally. RedR Australia provide skilled people and training to help communities prepare, respond and recover from crises and conflict. RedR Australia maintains a roster of more than 750 technical experts across a range of skill profiles including disaster risk reduction, emergency preparedness, and recovery and stabilisation activities in times of need. RedR Australia manages Australia Assists, the Australian Government's humanitarian civilian deployment program. RedR Australia manages Australia Assists, the Australian Government's humanitarian civilian deployment program, deploying technical specialists to help partners prepare for, respond to and recover from natural disasters and conflict globally.

Position Summary

Reporting to the Pacific Regional Manager, The Regional Administrator will provide administrative support to ensure compliance with regulatory authorities in Fiji and functionality of the office. The Pacific Regional Office is responsible for the coordination and implementation of the Australia Assists Program in the Pacific region. This person will assist with best practice support services to the Pacific regional team across the deployment cycle as outlined in the Operations Manual to enable effective implementation of the Australia Assists program. The Regional Administrator, will build positive relationships with key partners including Government ministries, UN Agencies, DFAT Posts, regional organisations and employees, contributing to the effectiveness of the overall program.

Key Responsibilities

Office Administration

- With guidance from the Pacific Regional Coordinator, ensure compliance with the various regulatory authorities to operate in Fiji.
- Effective management of resources including laptops, satellite phones, drones, and other assets required for the implementation of the program.
- Support the Pacific Regional Coordinator with financial requirements of the office and liaison with service providers.
- Ensure the Pacific Regional Office is functional, equipped and maintained
- Arrange networking events to be held in the office.
- Participate in the review and implementation of improved office management processes

Program Administration

- In consultation with the Pacific Regional Coordinator, liaise and manage visa and work permit processes for employees across the Pacific.
- Support the Training Manager in the Melbourne office with administrative requirements for operationalising RedR training in the region.
- Ensure compliance with the Australia Assists Operations Manual.
- Maintain the database and produce statistical information and reports as required.
- Implement disability inclusion and gender equality strategies.

- Effective document management including archiving of deployment files.
- Support RedR staff in preparations for field visits to the region.
- Manage contact lists and the organisational database.
- Liaise with relevant stakeholders during critical incidents, as required.
- Monitor deployees on Field Connect.
- Provide exceptional customer service throughout the deployment cycle ensuring information is accurate and timely.

Stakeholder Liaison

- Establish and maintain positive relationships with Government Ministries, UN agencies, regional organisations and service providers in order to facilitate the Australia Assists Program.
- Liaise with Strategy and Impact team regarding opportunities to contribute to MEAL reporting and communications products.
- Liaise with Corporate services with ongoing continuous improvements to systems and processes to optimise efficiency of operations.
- Participate with other humanitarian and industry actors in relevant forums within Fiji.

Team Effectiveness

- Working as part of the Pacific team, contribute to the development of team goals and plans.
- Working as part of the team on the basis of an ethos of collaboration, co-operation, respect and mutual support.
- Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing.
- Actively participate in team meetings, work plan process, performance appraisal process, staff guidelines and comply with OHS standards.

Qualification, Knowledge, Experience and Essential Requirements

Qualifications and Essential Requirements
<p>Essential:</p> <ul style="list-style-type: none"> • Completion of Secondary School • Undertake additional reasonable hours in times of humanitarian emergencies • Have a right to work in Fiji <p>Desirable:</p> <ul style="list-style-type: none"> • Tertiary qualification in relevant field
Knowledge and Experience
<p>Required:</p> <ul style="list-style-type: none"> • Two years' work experience in providing administrative support to an organisation • Understanding of and commitment to the mission, vision and values of RedR Australia • Experience working in administration in relation to travel arrangements preferably liaising with immigration departments • Proven ability to solve challenging administrative problems • Excellent stakeholder engagement and ability to liaise effectively with key partners • Commitment to monitoring the welfare and security of deployees in the field
Skills and Attributes
<ul style="list-style-type: none"> • Excellent interpersonal written and verbal communications skills • Strong skills in developing and maintaining relationships with staff and other key stakeholders • Ability to work independently, demonstrate initiative and be creative and resourceful

- Excellent organisational management skills and proven ability to meet deadlines
- Advanced computer skills in Microsoft Suite and systems development
- Demonstrated ability to work under pressure, together with flexibility to respond to peaks in activity

Other Special Requirements:

- Due to the nature of the role, the incumbent may undertake after-hours work and travel on weekends.

Verification

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position. This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the position holder/ incumbent.

Position Holder: Name _____
 Signature _____ Date / /

Supervisor: Name _____
 Signature _____ Date / /