REPUBLIC OF LIBERIA
LIBERIA MEDICINES & HEALTH PRODUCTS REGULATORY AUTHORITY (LMHRA)
P. O. Box 1994, Sekou Toure Avenue, Mamba Point
2nd & 3rd Floors, Clay Building
1000 Monrovia, 10 Liberia - West Africa

TERMS OF REFERENCE (TOR)

Position: Administrative Assistant – Managing Director's Office

Department/Office: Office of the Managing Director
Duty Station: Head Office
Reports To: Managing Director
Supervises: As assigned
Employment Type: Full-Time
Application Deadline: April 24, 2024

1. Educational Requirements

- Minimum of a **Bachelor's Degree or its equivalent** from a recognized institution.
- At least **five (5) years of relevant post-qualification working experience**, preferably in administration, executive support, office management, public administration, management, or a related field.
- Additional training or certification in **Office Administration, Management, Executive Assistance, Project Management, Records Management or a related field** will be an added advantage.

2. Job Skills and Competencies

The successful candidate should possess:

- Excellent **computer skills**, including Microsoft Word, Excel, PowerPoint and email management;
- Strong **administrative and organizational skills**;
- Good **management and coordination skills**;
- Excellent **written and verbal communication skills**;
- Strong **problem-solving and decision-making skills**;
- Good **planning and time-management skills**;
- Ability to support **strategic planning and implementation**;
- Excellent interpersonal and customer-service skills;
- Ability to prepare correspondence, reports, minutes and presentations;
- Strong attention to detail and accuracy;
- Ability to maintain confidentiality and handle sensitive information;
- Ability to prioritize multiple assignments and meet deadlines;
- Ability to work effectively with senior management and stakeholders;

- Ability to work independently and as part of a team; and
- Ability and willingness to **work under pressure and outside normal working hours when required.**

3. Purpose of the Position

The **Administrative Assistant to the Managing Director** will provide high-level administrative, organizational, coordination and logistical support to the Managing Director to facilitate the effective and efficient functioning of the Office of the Managing Director.

The position serves as an important link between the Managing Director, senior management, departments, staff, Board members, government institutions, development partners and other stakeholders. The Administrative Assistant will ensure that correspondence, meetings, schedules, records, assignments and follow-up actions are properly coordinated and managed.

4. Key Responsibilities

A. Executive Administrative Support

1. Provide comprehensive administrative support to the Managing Director.
2. Manage and coordinate the Managing Director's daily administrative activities.
3. Maintain and manage the Managing Director's calendar, appointments and schedule.
4. Arrange meetings, appointments, conferences and official engagements.
5. Prepare daily and weekly schedules and briefing materials for the Managing Director.
6. Receive, screen and appropriately direct telephone calls, correspondence and visitors.
7. Draft routine correspondence, memoranda, letters, notices and other official communications as directed.
8. Assist the Managing Director in preparing presentations, speeches, talking points and briefing notes.
9. Ensure that documents requiring the Managing Director's attention are properly organized and presented.
10. Maintain an efficient filing and retrieval system for the Managing Director's Office.

B. Correspondence and Communication

11. Receive, register and route incoming correspondence to the Managing Director.
12. Prepare and dispatch outgoing correspondence as authorized.
13. Maintain a correspondence tracking system to ensure that assignments and directives are followed up.
14. Monitor deadlines for responses to official communications.
15. Communicate approved instructions and decisions of the Managing Director to relevant departments and stakeholders.
16. Ensure that sensitive and confidential correspondence is handled appropriately.
17. Maintain professional communication with internal and external stakeholders.

C. Meeting and Committee Support

18. Schedule and coordinate meetings chaired or attended by the Managing Director.
19. Prepare meeting agendas, notices and relevant documents.
20. Arrange meeting venues, equipment, refreshments and other logistical requirements.
21. Attend meetings as directed and take accurate minutes where required.
22. Prepare and circulate minutes and action points.
23. Maintain an **Action Points/Decisions Tracker** for meetings chaired by the Managing Director.
24. Follow up with responsible officers on outstanding actions and provide status updates to the Managing Director.
25. Coordinate Board, management and stakeholder meetings as assigned.

D. Office Coordination

26. Serve as a coordination point between the Managing Director's Office and other departments and units.
27. Facilitate the flow of information between the Managing Director and senior management.
28. Follow up on assignments delegated by the Managing Director.
29. Monitor the submission of reports and documents requested by the Managing Director.
30. Maintain a database of pending assignments and their status.
31. Support the coordination of special projects and initiatives assigned by the Managing Director.
32. Assist in organizing official events, workshops, conferences and institutional activities.

E. Records and Document Management

33. Maintain accurate and confidential records of documents received and issued by the Managing Director's Office.
34. Develop and maintain an effective electronic and physical filing system.
35. Ensure proper classification, storage and retrieval of official documents.
36. Maintain records of contracts, agreements, memoranda, reports and other important documents as assigned.
37. Ensure that confidential documents are protected from unauthorized access.
38. Support proper records retention and disposal in accordance with institutional policies.

F. Travel and Logistics

39. Assist with arrangements for official local and international travel by the Managing Director.
40. Coordinate travel itineraries, accommodation, transportation and meeting schedules.
41. Assist with preparation of travel requests, visas, passports, clearances and related documentation.
42. Prepare travel briefing folders and relevant documentation.
43. Coordinate logistics for official visitors and delegations.
44. Assist in preparing travel reports and follow-up documentation when required.

G. Follow-Up and Performance Tracking

45. Maintain a tracking system for directives issued by the Managing Director.
46. Follow up with departments and officers on pending assignments.
47. Prepare periodic status reports on outstanding assignments.
48. Bring urgent or overdue matters to the attention of the Managing Director.
49. Assist in monitoring the implementation of management decisions.
50. Ensure that important deadlines are brought to the Managing Director's attention in a timely manner.

H. Planning and Management Support

51. Assist the Managing Director in coordinating strategic and operational planning activities.
52. Support preparation for management retreats, strategic planning sessions and institutional review meetings.
53. Assist in compiling information required for management decision-making.
54. Support preparation of institutional reports, presentations and briefing documents.
55. Assist in coordinating special assignments and projects initiated by the Managing Director.

I. Stakeholder Relations

56. Maintain professional relationships with government ministries and agencies, Board members, development partners, professional organizations and other stakeholders.
57. Assist in coordinating official visits and stakeholder engagements.
58. Receive and provide appropriate assistance to visitors to the Managing Director's Office.
59. Ensure that stakeholders receive timely responses or are appropriately referred to responsible officers.
60. Represent the Managing Director's Office at meetings or activities when specifically delegated.

J. Confidentiality and Professional Conduct

61. Maintain strict confidentiality regarding information accessed through the Managing Director's Office.
62. Exercise discretion in handling sensitive personnel, financial, regulatory and institutional matters.
63. Avoid unauthorized disclosure of official information.
64. Comply with the Authority's policies, procedures, Code of Conduct and applicable laws.
65. Demonstrate professionalism, integrity, discretion and respect in all official interactions.

K. General Administrative Responsibilities

66. Maintain adequate office supplies and administrative resources for the Managing Director's Office.
67. Coordinate routine administrative needs of the office with relevant departments.
68. Prepare administrative reports as required.
69. Maintain proper inventories of office equipment and materials assigned to the office.
70. Perform any other duties that may reasonably be assigned by the Managing Director.

5. Key Performance Areas

Performance Area	Key Performance Indicators
Executive Support	Managing Director's assignments and schedules efficiently coordinated
Calendar Management	Appointments and engagements properly scheduled and managed
Correspondence	Incoming and outgoing correspondence accurately tracked and processed
Meeting Coordination	Meetings organized effectively and required documents prepared
Follow-Up	Management directives and action points tracked to completion
Records Management	Accurate, secure and accessible records maintained
Communication	Timely and professional communication with stakeholders
Travel Coordination	Official travel arrangements completed accurately and on time
Confidentiality	Sensitive information protected and handled appropriately
Administrative Efficiency	Office activities coordinated efficiently
Reporting	Required administrative and status reports submitted on time
Customer Service	Professional and responsive service to internal and external stakeholders

6. Expected Deliverables

The Administrative Assistant will be expected to maintain and/or produce:

- Managing Director's **daily/weekly calendar and schedule**;
- Incoming and outgoing correspondence register;
- Meeting schedules and agendas;
- Meeting minutes and action-point trackers;
- Managing Director's assignment tracker;
- Official travel and itinerary files;
- Stakeholder engagement schedules;
- Executive briefing folders;
- Confidential and administrative filing systems;
- Monthly administrative activity reports;
- Follow-up/status reports on management directives; and
- Other documents assigned by the Managing Director.

7. Core Competencies

The position requires demonstrated competency in:

Administrative Excellence | Executive Support | Communication | Confidentiality | Organization | Planning | Coordination | Problem Solving | Time Management | Teamwork | Attention to Detail | Professionalism | Integrity | Results Orientation

8. Working Conditions

The position requires the incumbent to:

- Work primarily at the Authority's Head Office;
- Work closely with the Managing Director and senior management;
- Handle confidential and sensitive institutional information;
- Work beyond normal working hours when required by official engagements;
- Manage multiple competing priorities and tight deadlines; and
- Demonstrate flexibility in responding to urgent assignments and institutional priorities.

9. Reporting Relationship

Managing Director
↓
Administrative Assistant – Managing Director's Office
↓
Coordination with Directors, Managers, Heads of Units and other designated officers

Note: The Administrative Assistant shall not exercise independent authority over departments or staff unless specifically delegated by the Managing Director. The position's primary responsibility is to facilitate **executive coordination, communication, follow-up and administrative efficiency** within the Office of the Managing Director.