



JOB FRAMEWORK: PROJECT ADMINISRATOR- CENTRE

Project Administrator- Centre is a key support member of the Operations Team. You are responsible for supporting centres with their administration requirements including but not limited to: staffing, financial reporting and to be their day to day administration contact. Your efficient and effective administration will help centres drive sustainability and ensuring high standards are maintained in all aspects of centre operations.

Job Title:	Location:	Reporting to:	Probation
Project Administrator-Centre	Support Office-Baluwatar Kathmandu	Centre Operations Manager	4 months

MSI/SPN is a marketing focused, results oriented social enterprise. We develop efficient, effective and sustainable family planning programmes. The primary responsibility of this role is to further SPN's Goal: **THE PREVENTION OF UNWANTED BIRTHS** and its mission of ensuring the individual's right to: **CHILDREN BY CHOICE NOT CHANCE**

It is a role requirement that the job holder must fully comply with, promote and live **MSI CORE VALUES**:

Mission-driven	Client Centered	Accountable	Courageous
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The below responsibilities are included for the position, but not limited to;

Key Responsibilities	Measure
<p>Staff Management</p> <ul style="list-style-type: none"> ▪ Manage the centralized Centre staff leave process. ▪ Be the centralized contact point for all operational staffing gap requests arising from service delivery teams and find solutions. ▪ Practical daily management of staffing gaps includes; maintaining an up to date electronic staff spread sheet, recording all staff locations both permanent and temporary on the daily staff schedule, tracking of staff available for urgent replacements, liaise with staff for replacement movements, track leave, plan ahead to minimize urgent staff replacement requests, work with service delivery teams to “stay ahead” of potential staffing requests. ▪ Work with the Senior Outreach Manager for the utilization of Centre staff in outreach. Ensure team members utilized in outreach are recorded in the daily staff schedule. ▪ Work with HR for effective Staff Transfers. ▪ Prioritize urgent staff replacements and report business impacts to the Operations Managers ▪ Develop strong relationships with service delivery teams to enable a proactive environment ▪ Maintain a daily schedule of Centre service impacts (i.e. suspension) mainly due to staffing shortages. ▪ Ensure Sterilization staff gap management during Sterilization Season. 	<ul style="list-style-type: none"> ▪ All leave approved/declined in two workings days ▪ Outreach operations not interrupted due to lack of staff ▪ Service Suspensions minimized ▪ Staff Roster accurate
Centre Financial Reporting to SO	



Key Responsibilities	Measure
<ul style="list-style-type: none"> ▪ Support the operation team to ensures that all the centre’s monthly reports has been submitted to SO no later than 1st of the following month ▪ Review reports for accuracy and follow with Centre’s any discrepancies ▪ Provide to line managers for approval, submit to Finance no later than 5th of each month. ▪ Obtain all hard copies of Operating cash flow from Centres and support the Centre Operations Mangers/ Officers for checking and reviewing the Operating cash flow hard copies. Support Centre Operations Manager / Officers where required. 	<ul style="list-style-type: none"> ▪ Reports accurate and received on time
Banking and Key SO Payments to Centres	
<ul style="list-style-type: none"> ▪ Work with Finance to implement new banking systems in centers. ▪ Monitor the payments of Operating cash flow to Centers from SO to ensure centre received the Operating cash flow on time. ▪ Monitor salary payments to Centre team members, escalate any issues to line managers ▪ Ensure centers are banking their income as per regulations and ensure centers are not using income as petty cash (unless instructed) ▪ Ensure Per diem of Center team received and submitted to finance timely regarding Gap management. ▪ Ensure Payments of all local Staff made on time ▪ Ensure Payments of staff Performance Bonus made Monthly and PAFP Bonus Half yearly. ▪ Ensure and support operation officers on House Rent Payment of Centers on time. 	<ul style="list-style-type: none"> ▪ New banking system implemented ▪ Petty Cash paid on time ▪ Salaries paid on time ▪ No theft of income
Stock Ordering Support	
<ul style="list-style-type: none"> • Receive all stock orders from the centers and check accuracy based on service numbers coordinating with the line managers • Submit to line managers for approval, send to Procurement for ordering • Ensure Centers have received necessary stock in the required timeframe, follow up any discrepancies with warehouse and procurement 	<ul style="list-style-type: none"> • Stock order accurate and received on time • Centre receive correct stock on time
Marketing Support at SO	
<ul style="list-style-type: none"> • Provide necessary support to the IPC team/Centre Operations team for implementation of SO Centre marketing activities 	<ul style="list-style-type: none"> • Marketing Director feedback • 100% SO center marketing plans implemented
Centre Administration	
<ul style="list-style-type: none"> • Manage the Ops team email address (all communication to centers go via this email address) • Maintain the dedicated Centre mobile number • Maintain an out of hours roster to answer all dedicated Centre queries • Maintain up to date Needed Documentation in Hard and Soft copy • Support the operation team to arrange Skype call to center on 6th of every month coordinating with the line manager 	<ul style="list-style-type: none"> • All emails responded to that day • All dedicated mobile calls answered a resolved (both in/out of hours)
Other	



Key Responsibilities	Measure
<ul style="list-style-type: none"> • Complete other responsibilities assigned from time to time • Due to the nature of the work administration duties may be assigned to different people, your assigned administration duties may change from time to time with no notice. • Work closely with and support the Warehouse and Procurement team when required. • Support other MSI programs as and when required. 	

Skills and Experience

Qualifications:

- Intermediate (+2) or pursuing bachelor's degree in relevant discipline
- Excellent Computer skills
- Knowledge of project management is desirable.

Experience:

- More than 2 years of work experience

Skills:

- A highly creative and conceptual thinking individual with a passion for delivering, engaging and creative solutions
- Self-starter (diligent, reliable, proactive and responsible)
- Strong spoken skill in Nepali language (knowledge of other local language is an additional benefit)
- IT literate (Knowledge of MS word, excel and PowerPoint is a must)
- Effective leadership and management skills
- Strong analytical skills

Attitude / Motivation:

- Client-focused
- Results-driven
- Strong commitment to the goal and vision of Sunaulo Parivar Nepal
- Desire to understand community needs
- Team Player
- Well-connected in local marketing and communications scene.