Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Manager Global Administration</th>
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<tbody>
<tr>
<td>Team:</td>
<td>Support Services</td>
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<tr>
<td>Location</td>
<td>PSI Head Office - Ferney-Voltaire (France)</td>
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<td>Report to:</td>
<td>General Secretary</td>
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<td>Responsible for:</td>
<td>Administrative Assistants, Liaison Secretaries, Executive Secretaries, Secretaries to Policy officers, IT Manager.</td>
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<td>Travel:</td>
<td>Occasional international travel</td>
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<td>Date</td>
<td>01 September 2022</td>
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**Overall responsibilities:**

The Manager Global Administration is responsible for ensuring global administration and allied functions to support the achievement of PSI’s political and strategic objectives. The position manages and leads PSI’s global administrative and technical systems, including procurement, facilities, IT, legal compliance and the general services team.

**Key responsibilities of the role include:**

1. **Administrative, Legal and General Services**
   - Manage and lead the administrative, legal, and general services of PSI including to develop and maintain procedures, and provide for strategic planning and continued improvement
   - Establish, manage and monitor procurement procedures and contracts
   - Support regional and sub-regional offices (registration, legal, procurement, etc.) and ensure their integration into overall administrative mechanisms and procedures
   - Oversee membership and fees data systems, ensure integration and quality control, produce reports
   - Maintain internal control systems and propose improvements
   - Ensure timely financial data to Finance team, contribute to budget preparations
   - Monitor PSI’s assets and investments and act as Secretary to the Board of Trustees

2. **Governing bodies & related working groups support**
   - Assist in organising meetings of governance bodies, including to plan logistics, maintain template documents, first draft agenda and running script, oversee collation of documents from departments and regions, coordinate staff and logistical support
• Maintain accurate records of governance bodies, their legal status and composition, liaise with regions and advise of upcoming vacancies on governing bodies
• Take meeting minutes
• Oversee distribution of materials to governance body members
• Coordinate operational aspects of PSI Congress
• Advise management on related governance issues

3. **Team coordination**
• Manage the head office General Services team: supervise and support team development and teamwork, oversee workloads, monitor implementation and quality control
• Co-ordinate head office administrative functions across teams and with regions
• Develop guidelines on administrative procedures
• Oversee holiday planning and back-up arrangements
• Ensure appropriate administrative support systems for policy officers
• Liaise with regional secretaries and administration staff to ensure regional and HO administration is well integrated

4. **IT and information management**
• Lead the information management of PSI globally
• Support the selection and implementation of IT tools including, but not limited to, membership, political organising, internal and external communications, file management, HR and finance systems
• Support and supervise the IT manager
• Support rollout of new technology, information management systems and user training

5. **Administrative assistance**
• Draft and distribute circulars and internal documents including proofing of English originals
• Oversee translation and interpretation brokerage and ensure quality control of official documents
• Back up the work of the general service team members at times of peak workload

Other duties as assigned

**Selection criteria:**

**Education, knowledge and experience:**
• College or university degree in administration, office management
• At least 10 years’ experience in administration management within a membership-based organisation, trade unions, civil society or equivalent with demonstrated success in developing procedures and implementing systems and tools to support the organisation
• At least 5 years’ experience in team coordination or staff management
• Demonstrated experience in drafting, editing and proofing texts in English (minutes, circulars, internal reports and guidelines, etc.)
• Demonstrated capacity to coordinate, lead and motivate staff and build cohesive teams
• Experience with administrative tools for managing membership, information, electronic files, personnel and finances

**Skills and attributes:**
• Excellent administrative and logistic skills
• Excellent organisational, coordination and time management skills including the ability to multi-task, respect deadlines and manage competing priorities under pressure
• Problem-solving, change management and decision-making skills
• Strong team player, able to communicate with colleagues from diverse backgrounds
• Initiative and ability to plan, work autonomously and in teams
• Excellent interpersonal skills, ability to manage relationships in a team and a multicultural environment
• Good judgment and political sensitivity
• Understand the role and values of trade unions and civil society organisations in an international context including PSI’s political objectives

Languages:
• High level English and strong working French
• Knowledge of German desirable