

Administrative Officer

Job Title	Administrative Officer	Department	Human Resources & Administration
Reporting To	Head of HR & Administration	Document Use	Recruitment, Appraisal, Training

Role Purpose

To provide efficient administrative coordination and office support services that enable smooth day-to-day operations, sound record management, and effective internal service delivery across the organisation.

1. Strategic Contribution

- Support efficient office operations and administrative service continuity.
- Contribute to orderly documentation, correspondence and records management.
- Improve internal service responsiveness through effective coordination and follow-up.
- Promote compliance with administrative procedures and service standards.

2. Key Accountabilities

Key Result Area	Core Responsibilities
Office Administration	Coordinate general administrative operations including correspondence, filing, records management, office supplies and routine service requests to ensure smooth office functioning.
Document & Records Management	Maintain accurate records, registers, official files and administrative documentation in line with document control and retention requirements.
Meeting & Logistics Coordination	Arrange meetings, prepare agendas and packs where required, manage logistics, and support scheduling, venue arrangements and follow-up on agreed actions.
Service Coordination	Coordinate with internal departments and external service providers on administrative matters such as utilities, maintenance requests, supplies, transport or office support needs.
Reporting & Follow-Up	Prepare routine administrative reports, update trackers, monitor outstanding items and ensure timely escalation of unresolved issues.
Policy & Process Compliance	Apply and support adherence to administrative procedures, approval protocols and service standards while identifying opportunities for improvement.

3. Qualifications, Experience and Competencies

Education

- Diploma or Bachelor’s degree in Business Administration, Management or a related field.

Experience

- Minimum 3-5 years of relevant experience in office administration, coordination or administrative support roles.
- Experience in a structured corporate or public sector environment would be an advantage.

Technical Competencies

- Office administration and records management practices.
- Document preparation, filing systems and correspondence handling.
- Meeting coordination and basic report preparation.
- Use of Microsoft Office and office productivity tools.
- Basic vendor/service coordination and tracker management.

Behavioural and Professional Competencies

- Strong organisational and coordination capability.
- Professional communication and stakeholder service orientation.
- Attention to detail and ability to manage multiple priorities.
- Reliability, discretion and follow-through.
- Problem-solving mindset with a practical approach.

4. Key Performance Indicators

Performance Area	Illustrative Measures
Administrative Efficiency	Timeliness and quality of administrative support, correspondence and routine coordination tasks.
Records Management	Accuracy, completeness and accessibility of files, registers and administrative records.
Service Responsiveness	Turnaround time for internal requests and follow-up on administrative actions.
Meeting & Logistics Support	Effectiveness of meeting arrangements, packs and logistics execution.
Compliance	Adherence to administrative procedures, approval protocols and documentation standards.

5. Additional Requirements

- Ability to support occasional extended hours for meetings or events when required.
- Flexibility to support cross-functional administrative priorities.

6. Document Control

Prepared / Reviewed By	Approved By
Name: _____ Title: _____ Date: _____	Name: _____ Title: _____ Date: _____