



PublicPrivate
Partnership
Commission

THE DIGITAL MALAWI PROGRAM PHASE I

DIGITAL FOUNDATIONS PROJECT

PROJECT NUMBER: **P160533**

THE MALAWI NATIONAL RESEARCH AND EDUCATION NETWORK (MAREN)

TERMS OF REFERENCE AND SCOPE OF SERVICES

FOR

ADMINISTRATIVE ASSISTANT

DATED: DECEMBER 2017

1. BACKGROUND

Information and Communication Technology (ICT) is now globally recognized as an essential tool in promoting competitiveness, job creation, sustainable development, and overall poverty reduction. A combination of widespread access to broadband and a robust ICT services ecosystem can offer a powerful platform for reducing poverty, improving human development and increasing government transparency and efficiency. ICTs have the potential to transform business and government - driving entrepreneurship, innovation and economic growth and breaking down barriers of distance and cost in the delivery of services. In recognition of this fact, the Government of Malawi is implementing a new project in the realm of ICT – the Digital Malawi Project.

2. DIGITAL MALAWI

The overall aim of the Digital Malawi project is to extend and improve access to critical ICT infrastructure for the public and private sectors; improve ICT governance; improve access to government services; and facilitate provision of e-services thereby enhancing public service delivery.

The proposed project has been divided into four components, namely; enabling environment, connectivity (infrastructure), e-Government and project management. The enabling environment component will address capacity gaps in the ministries, departments and agencies (MDAs) involved in ICT policy management, regulation and operations. It is envisaged that the interventions will result in reduced prices, higher quality and wider availability of various ICT services for the people of Malawi.

The connectivity component will provide affordable, high quality services and a ubiquitous virtual national telecom backbone for both the public and the private sectors. The services which will be based on open access principles will greatly promote general services competition in the sector. This component further envisages connecting Malawi's research and education institutions through the Malawi Research and Education Network (MAREN). This will involve supporting MAREN Secretariat operations and the procurement of a nation-wide connectivity and other ancillary activities.

The e-Government component encompasses shared services, an interoperability framework (Government Interoperability Framework and Government Data Enterprise Architecture) and some possible applications in the areas of geographic information systems, education services delivery, electronic document management systems, et cetera. It is envisaged that the use of public private partnerships would leverage participation of the private sector in the provision of government digital and connectivity services in an effort to promote efficiency and sustainability.

The fourth component, project management, covers operational essentials of implementing the project such as office rentals, transport, staff wages and other requirements.

3. MAREN

The Malawi National Research Network (MAREN), was founded in October 2005 to offer a single focus for pursuing excellent Internet connectivity for the Tertiary Education

and Research Sectors in Malawi. It builds on the head start offered by the Malawi Library and Information Consortium (MALICO) VSATs network but aims to go further by providing fast fibre connectivity interlinking institutions locally and connecting to neighbouring countries, to the rest of Africa and to the European Union academic network. MAREN was registered as a not-for-profit company limited by guarantee in late 2009.

In order to strengthen its ability to discharge its core objective, the MAREN Secretariat wishes to recruit an **Administrative Assistant**.

4. JOB DESCRIPTION

The following is a brief job description of the position:

a. IDENTIFICATION

- | | |
|---------------------|--------------------------|
| ▪ JOB TITLE | Administrative Assistant |
| ▪ DEPARTMENT | Administration |

b. MAIN PURPOSE OF JOB

To provide clerical, secretarial and administrative services to the MAREN Secretariat

c. SCOPE OF WORK

The job entails carrying out all administrative, secretarial and clerical support services to the MAREN Secretariat. The job ensures that the incumbent will manage all office administration issues, assist in procurement activities such as sourcing quotations upon instruction from the relevant officers of the MAREN Secretariat and support other technical, operation and management activities of the Secretariat.

D. PERSONNEL REPORTING TO THE JOB HOLDER DIRECTLY AND INDIRECTLY

The job holder does not have any subordinate.

e. OTHER RESOURCES

The incumbent is also the custodian of: -

- All MAREN Secretariat office consumables including stationery and consumable stocks. S/he shall ensure that the MAREN Secretariat is

well provided for, at all times, with necessary consumables for its operations.

f. RANGE OF SERVICES PROVIDED (AREA OF OPERATION)

FOR EXTERNAL ORGANISATIONS/CUSTOMERS

- Communication with all organizations on behalf of MAREN

FOR INTERNAL CUSTOMERS

- The job-holder will be responsible for the day-to-day administration of the following services to the Secretariat:

- | | | |
|---|--|---|
| • Offices administration in general | • local purchasing of goods and services (requests) | • internal and external errands where necessary |
| • Clerical duties assigned by the MAREN Secretariat | • Management of stationery and consumables store and replenishment | • ensuring the security of offices |
| • making beverages for meetings and offices | • photocopying and binding | • cleaning of offices whenever required |
| | • Filing and documentation | |

g. KNOWLEDGE REQUIRED - TRAINING, KNOWLEDGE AND EXPERIENCE TO PERFORM DUTIES

SPECIALIST KNOWLEDGE

- The job demands knowledge of administrating office services, including document handling, procurement, secretarial duties, clerical services, computer skills, etc.

h. PROBLEM ANALYSIS AND DECISION MAKING

PROBLEM ANALYSIS

Typically, the job demands the ability to determine the underlying causes of: -

- Failures in the provision of services where the causes are usually apparent when all the facts are known but the process can be complicated by the staff reluctant to tell the whole story
- Trends in stores management and request for replenishment
- Evaluation of minor procurement transactions.

FLEXIBLE THINKING

The job demands the ability to think flexibly when: -

- Planning to overcome excessive demands for services
- Sourcing materials to obtain the best terms.

DECISION MAKING

The job demands the ability to reach conclusions when: -

- Recommending the acceptance of quotes in light of value for money

i. TEAM WORK

The job demands the ability to work productively with others: -

- Ability to effectively contribute towards the attainment of common goals within a group of people.
- Ability to associate and work with others under various different circumstances.

j. COMMUNICATIONS

ORAL

- **INTERNAL**

The job demands the ability to communicate orally with all staff when providing services and advising on the correct procedure.

- **EXTERNAL TO THE SECRETARIAT**

The job demands the ability to communicate with suppliers, when for example, specifying requirements and resolving disputes

WRITTEN

- **INTERNAL**

The job demands the ability to prepare/edit minutes of small evaluation meetings.

- **EXTERNAL TO THE SECRETARIAT**

The job demands the ability to prepare /edit minutes and prepare local purchase orders (LPOs)

5. QUALIFICATIONS

The Administrative Assistant should have Secretarial Qualifications or/and a Diploma in Business Administration. Those with extra qualifications in Human Resource Management or Accounting will have an added advantage.

The Administrative Assistant must have at least 5 years of relevant work experience

6. DURATION

The contract duration is three years, however, the contract will be subject to annual renewal based on satisfactory performance

7. REPORTING

The successful candidate will report to the Chief Executive Officer.