

## **Job profile : Senior General Affairs Officer**

**Closing date:** 10 July 2019

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### **BASIC DETAILS**

Job title:	Senior General Affairs Officer Local
Unit/mission:	Embassy of the Kingdom of the Netherlands
Country:	Tunisia
Job level:	7
Duration of placement:	12 months with the option to extend

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### **SPECIFIC INFORMATION**

For the administrative and financial tasks, the Embassy of the Kingdom of the Netherlands in Tunisia is hiring an all-round Senior General Affairs Officer (SGAO).

The SGAO reports to the Head of Operations who is a member of the Management Team of the Embassy. He/she carries out interrelated and complex activities relating to financial affairs (approval of invoices, budgetary control, salaries), personnel (regulations), accommodation (rent and maintenance of the Chancellery, the Residence and the housing of the international staff), and other support services relating to the internal work processes. He/she maintains relevant contact with local contractors, specialists and other external service providers.

The SGAO operates considerably independent and his/her tasks may be subject to a wide variety of regulations and procedures, many of which are in Dutch. This requires an individual approach with knowledge of the Embassy's field of work, the officer's own field of work (general affairs) and of organisational and functional arrangements both in- and outside the Embassy.

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### **TASKS**

#### **1. Financial matters**

- Timely and well organised approval of invoices and other orders for payment (memoranda, payslips local staff, etc.)
- *Administration* of the main cash register in local currency (TND).

- Monitoring of payments (cheques / transfers) and classification of invoices taking account of the amounts of VAT likely to be reimbursed.
- 2. Support in the field of personnel**
- Execution of all tasks in the field of staff related issues, in accordance with central guidelines (such as administrative/organisational procedures) and in accordance with local applicable laws.
  - Assessment of regulations and related conditions of employment for the possible consequences for staff and their applicability in concrete situations.
- 3. Support in the field of accommodation**
- Support expatriate staff with housing matters locally, for instance by providing information on housing, arranging appointments, assisting with obtaining estimates for removals, coordinating customs clearance of goods, etc. Application of central guidelines regarding expatriate staff housing.
  - Contact with suppliers, maintenance, servicing and stand-by contracts for the Embassy. Independent action within prescribed financial limits, submission of larger orders to the OM for approval.
- 4. Broad-based expertise in support of units**
- Write letters to public or private institutions for request of information, complaint, and termination of contract.
  - Organisational and functional services both in and outside the Embassy. These include, i.e. security measures, national day celebration activities, customs (clearance) requirements.

#### **FRAMEWORK**

- The SGAO is accountable for the quality and integrity of financial, personnel and accommodation services and other support services.
- The work requires knowledge of legislation on legal status and ministerial or other regulations in the field of personnel administration as well as basic understanding of maintenance issues.
- Within prescribed financial limits, the SGAO takes decisions in a pro-active and independent manner.

#### **CONTACTS**

- With the Management Team (Ambassador, Deputy and Head of Operations).
- With the Ministry of Foreign Affairs in The Netherlands regarding procedural and substantive issues (possibly confidential) to obtain and provide information.
- With expatriate staff of the Embassy concerning housing, customs, admin matters.
- With (local) staff of the Embassy concerning salary payments, travel approvals, reimbursement of representation expenses, payment of telephone bills, etc.

- With contractors and suppliers, to purchase goods and services.
- With maintenance firms, to obtain services, monitor progress and secure completion of maintenance work, breakdown repairs, etc.
- With local government and other bodies, about customs clearance of goods, obtaining documents, arranging medical examinations, etc.
- With counterparts of other Embassies to obtain and exchange information.

#### **KNOWLEDGE AND SKILL REQUIREMENTS**

- Application of central guidelines: administrative and procedural Embassy regulations.
- Fluent in French, Arabic and English.
- Knowledge of the Dutch language would be a plus as many rules and procedures are (still) in Dutch.
- Knowledge of relevant local legislation.
- Collecting and clarifying information and providing management information.
- Dealing with contractors and suppliers, local maintenance staff.
- Drawing up work schedules.

#### **COMPETENCES**

- Initiative
- Driven by results
- Planning and organising
- Team player
- Decisive
- Integrity
- Being able to cope with stress and stressful circumstances

#### **LEVEL OF EDUCATION / ADDITIONAL TRAINING AND KNOWLEDGE**

- Higher professional education.
- 3-5 years of relevant experience is preferred.
- Fluent in spoken French and English, good understanding of spoken and written Arabic.
- Knowledge of Dutch is an advantage.
- Numerical insight.
- Adequate computer skills (Windows, Word, Excel, Outlook, Internet etc.).
- Knowledge of relevant rules and regulations related to resources and staff.

**WORK ENVIRONMENT**

The Embassy of the Kingdom of the Netherlands in Tunis represents the interests of the Netherlands in. The Embassy is currently expanding from 16 to 26 locally engaged and expat staff. The Embassy is situated in Cité el Mahrajane, close to the centre of Tunis. The Embassy operates as one team which means in an atmosphere of trust and with full transparency and cooperation amongst all staff members. Each staff member, locally engaged and expatriate alike, are valued for taking on responsibility, initiative and a willingness to show flexibility in order to guarantee a high quality of output for the Embassies' customers.

**STAFF MEMBER PROFILE**

The candidate is an energetic, proactive person with good organisational capabilities. He/she needs to have sufficient initiative and a flexible attitude given this broad spectrum of tasks. He/she must be able to cope with stress and stressful situations and be able to work independently. Work experience in an international environment as well as knowledge of public affairs is recommended.

**CONTACT**

Head of Operations: René Smulders

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