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**Title:** Administrative Assistant  
**Ref No:**  
**Positions:** 1  
**Reporting to:** Operations Manager  
**Contract duration:** one year  
**Duty station:** Kampala

### **About Teach For Uganda**

We are an indigenous nonprofit organization that nurtures leaders who advance access to quality education for children in low-income communities in Uganda through a two-year teaching fellowship.

At Teach For Uganda (TFU), we believe that when our children are 25 years old they will have attained the highest level of Education. They will have acquired leadership and entrepreneurial skills that empower them to access and create opportunities, they will persevere in the face of adversity and mobilize communities to solve their own challenges. They will be responsible, honest, empathetic and reliable leaders with a sense of purpose who will inspire the next generation to greatness. We currently operate in 10 districts i.e., Mayuge, Namayingo, Bugiri, Namutumba, Buikwe, Mukono, Kayunga, Hoima, Kikuube and Kagadi.

### **Position Overview**

Teach For Uganda is looking for a self driven, organized, flexible individual with excellent verbal and written communication skills to organize and coordinate administration duties and office procedures. Reporting to the Operations Manager, the administration assistant will be responsible for creating and maintaining a pleasant work environment, ensuring high levels of organizational effectiveness, communication and safety. S/he will support Teach For Uganda to ultimately ensure smooth running of the office.

### **Essential Job Functions**

#### **Administration (40%)**

- Maintain the reception area, keeping it clean and free of clutter
- Serve as the face of the organisation, offering friendly service to those accessing office or calling in on the phone
- Greet people entering the office, answer any questions, provide directions and alert staff when someone is there to meet or visit them.
- Exhibit politeness and professionalism while receiving incoming and place outgoing calls; handle incoming and outgoing correspondences on the info email.
- Accept deliveries and mail, organize them to be distributed to the correct recipients using the office mailing system and ensure they get to the recipient promptly while also managing outgoing mail and packages for pickup.
- Develop and regularly maintain updated office telephone directories and telephone logs; Report and suggest solutions related to the improvement or malfunctioning of the switchboard



- Manage monthly accommodation reservations for staff and prepare necessary documentation to effect payments.
- Under the supervision of the Operations Manager, compile and submit MTN-CUG and Airtel-Internet telephone numbers on a monthly basis.
- Support the HR department in organizing staff training sessions, workshops and activities
- In collaboration with the Procurement and Logistics Officer, oversee International guest logistics; airport pick-ups, accommodation, field movement support, and other guest-related issues.
- Manage all administration arrangements like managing TFU calendar, circulating agendas, recording minutes and keeping them organized and accessible in a well indexed central filing system.
- Resolve office-related malfunctions and respond to requests or issues brought to your attention by staff.
- In collaboration with the security officer on duty, manage the log of who is entering and exiting the office premises.

### **Stores Management (30%)**

- Oversee an efficient store management system that ensures the availability of the appropriate store items for smooth office operations (office supplies & stationery) as and when required.
- Maintain an up to date inventory system and movement of documents and supplies with accurate record of office supplies including stationery, consumables and cartridges/toners.
- Prepare and submit monthly stores inventory reports to the Operations Manager.
- Oversee the office supplies; ensuring that the correct levels of required supplies are kept in stock, re-ordering when necessary, and ensuring that supplies are kept secure and in good condition
- Assists with other related clerical duties such as photocopying, faxing, filing and collating.
- Other administrative duties as assigned by supervisor.

### **Facilities Management (30%)**

- Supervise support staff to ensure an appropriate safe, secure work environment is maintained at all times.
- Ensure that all routine maintenance is carried out to keep facilities in a safe and attractive condition, liaising with service providers (e.g., electricians, carpenters, plumbers) to ensure that quality work is done.
- Develop and implement a system for recording and responding swiftly to maintenance requests (giving priority to matters of safety), ensuring that the assets (Photocopiers, printers) staff are using are safe and fully functional.
- Compile and submit a monthly facilities management report.
- In collaboration with the Operations Manager, be the lead contact person in-case of emergencies like staff safety and security.
- Manage office safety and ensure all fire extinguishers are functional, serviced timely and be the lead contact person for office security and guiding on the standard operating procedures from time to time.

- Monitor front office equipment and ensure it is in good working order at all times (including regular maintenance), follow up on payment of utility bills.
- Offer support in training and orientation of new staff in those procedures.

### **Minimum Education, Experience, Skills and Abilities**

- A Bachelors Degree in Business Administration, Social Work & Social Administration, or other related field.
- Atleast one year experience working areas of administration, operational support and management or similar roles preferably in an NGO setting.
- Proficiency in MS Office and G Suite
- Hands on experience with office machines.
- Excellent organizational, time management skills and ability to multi-task and prioritize work.
- Attention to detail and problem solving skills
- Excellent customer service, active listening and planning skills in a fast-paced environment.
- A creative mind with an ability to suggest improvements.
- Team work and collaboration.
- Good interpersonal and communication skills
- High degree of professionalism, integrity and honesty.

### **Competencies**

- Innovation: Develops new, better or significantly different ideas, methods, solutions or initiatives that result in improvement of Teach For Uganda's performance and meeting objectives, results and global commitments
- Accountability: Holds self and others accountable for all work activities, research and personal actions and decisions; follows through on commitments and focuses on those activities that have the greatest impact on meeting measurable high quality results for Teach For Uganda's success. Exercises ethical practices, respectful words and behaviors, and equitable treatment of others in all activities.
- Service Excellence: knowledge of and ability to put into action customer service concepts, processes and techniques to access internal and/or external client needs and expectations and meet or exceed those needs and expectations through providing excellent service directly or indirectly.

### **Functional Competencies**

- Effective Communication (Oral and Written): Understands effective communication concepts, tools and techniques; ability to effectively transmit, explain complex technical concepts in simple, clear language appropriate to the audience; and receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors
- Problem Solving : Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving operational or process problems; ability to apply this knowledge appropriately to diverse situations.
- Interpersonal Relationships: Knowledge of and the ability to effectively interact within and across Divisions, Departments/Country Offices in a constructive and collaborative manner.

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### TFU Core Values:

**We put Children first:** We put children at the center of everything we do and we work tirelessly to provide for them meaningful experiences that allow them to realize their fullest potential.

**Sense of possibility:** We believe that nothing is impossible and we work hard to achieve our goals above and beyond what is expected of us.

**Constantly learning:** It is only through learning that growth is achieved. We encourage reflection and appreciate feedback as a practice, constantly searching for new knowledge from books, research and articles to deepen our understanding and bring innovation to various aspects of our work.

**Humility and respect:** We treat each other with dignity and respect, appreciate each other's strengths, perceptions and experiences and acknowledge our own limitations. We value our relationship with communities, leaders, schools and parents and constantly engage them to advance our work of providing an excellent education to all children.

**Teamwork:** We support and challenge one another, work cooperatively with enthusiasm and appreciation, respect each other's views and make our work environment fun and enjoyable.

**Pursuit of Excellence:** It takes commitment to deliver quality service and each day we strive to be the best in our work, culture, relationships, and innovations.

### How to Apply:

Email a one-page cover letter and your resume with 03 professional referees to [jobs@teachforuganda.org](mailto:jobs@teachforuganda.org). Indicate the position applied for in the subject line by December 22, 2023. Applications are reviewed on a rolling basis. Only short-listed candidates will be contacted.