



JOB DESCRIPTION

1. JOB TITLE	Project Support Officer
2. DEPARTMENT	Finance
3. JOB LEVEL & GRADE	C Lower
4. REPORTING TO	Head of Finance & Admin
5. DATE	September 2021

JOB PURPOSE

To support the implementation of CAHF's programmes through effective tracking of delivery milestones and through general administrative support

Key Result Areas	Outputs
Contract Administration	<ul style="list-style-type: none"> • Draft contracts for service providers in accordance with existing templates • Ensure that all contracted project activities comply with donor and CAHF procurement policies • Ensure that contract information is accurately recorded, and correct project codes are allocated • Track expenditure milestones and payments • Alert relevant SLT team member as deadlines approach
Records	<ul style="list-style-type: none"> • Set up project files • Introduce project admin practices and procedures, ensuring document control • Maintain project files
Programme Tracking	<ul style="list-style-type: none"> • Update project spending plan on regular basis • Ensure payments are aligned to payment schedule • Enter project milestones and deliverables into a tracking system • Alert SLT Heads as deadlines approach and track deliverables of milestones. • Set up regular programme / project meetings as required
Programme Support	<ul style="list-style-type: none"> • Maintain an effective overview of organisational capacity and demand to smooth, predict and manage demand 'pinch-points' (e.g. simultaneous deadlines; demands on rare skills across project) • Provide support for the arrangement and management of study tours, seminars, workshops, and other meetings • Back-office support when staff are on business trip • General and flexible programme support to Senior Managers and the Team as required • Pull together programme management briefing for SLT
Reporting	<ul style="list-style-type: none"> • Support the Head of F & A in the preparation of narrative and financial reports for donors • Generate status reports for management • Support MRM data collection/chasing to ensure timely meetings of funder requirements
Office Administration	<ul style="list-style-type: none"> • Ensure the effective provision of all logistical requirements, from travel, to meeting and venue coordination, to catering, as and when necessary and in accordance with CAHF policies, • Ensure an effective filing system for administration and financial files, and its ongoing maintenance • Responsible for office management and administration, with support from the HF&A.

FORMAL QUALIFICATIONS AND EXPERIENCE

- Graduate (or Matric with substantial project administrative experience)
- At least 5 years project administrative experience
- Previous experience working with donor funding
- Previous exposure to bookkeeping
- Previous exposure to donor reporting
- Previous experience in working with project tracking systems

TECHNICAL COMPETENCIES	
Bookkeeping	Able to load and process financial data, reconcile statements, process payments and perform all required accounting practices that facilitate the delivery of monthly accounts to trial balance
Computer literacy	Able to use appropriate technology in the workplace in order to enhance productivity, efficiency, responsiveness and the quality of the service provided
Administration Support	Able to provide general admin support such as filing, accessing relevant information, formatting, developing presentation and drafting documents that facilitate the completion of tasks, tracking of progress and delivery of required outcome
Record keeping and storage	Able to develop, implement and manage record keeping systems to ensure the effective classification, categorisation, storage, collection and tracking of documents

GENERAL COMPETENCIES	
Client service & support orientation:	Seeks information about needs; takes personal responsibility to ensure external and internal satisfaction despite time pressures and significant obstacles; develops on-going relations with clients (internal and external)
Verbal communication skills	Fully articulate at meetings, internally and externally; able to make oral presentations, to lead a discussion or negotiate with partners and other stakeholders
Dealing with complexity, prioritisation and multi-tasking skills	Carrying out task in different disciplines Clearly identifying, planning for and acting on correct priorities; deciding on competing priorities, while ensuring that commitments are appropriately met
Decision-making	Using own judgment in order to make appropriate decisions and solve problems
Coping with pressure	Work to deadlines, manage workload, communicating in advance when deadlines are not going to be met
Problem solving and initiative	Engaging in proactive behaviour, seizing opportunities and originating action which goes beyond simply responding to the obvious needs of the situation or to direct requests from others. It is coming up with new or different ideas, or adapting ideas from elsewhere. It is concerned with moving forward by applying new ideas or old ideas in a new way to generate solutions and approaches. It is about thinking laterally and creating new concepts.
Collaboration	Working co-operatively with others, to be part of a team, to work together as opposed to working separately or competitively.
Flexibility	Willingness to change focus, or direction if required Ability to see different perspective and views from one's own Willingness to take on tasks outside of own role, if required

Information management	Establishes and maintains on-going procedures to collect, review and share information needed
Interpersonal relationships	Works well with others to create a conducive working environment; adapts own behaviour to working style of others
Initiative	Takes prompt and proactive action to accomplish objectives. Makes attempts to influence events to achieve goals; self-starters rather than accepting passively; takes action to achieve goals beyond what is required; proactive.
Commitment to quality	Sets high standards of performance for self. Assumes responsibility and accountability for successfully completing assignments or tasks; self-imposes standards of excellence rather than having standards imposed; demonstrates attention to producing a high quality service;
Resilience & tenacity	Handles disappointment / rejection while maintaining effectiveness; stays with action until the desirable objective is achieved;
Results focused	Stays focused on the efforts necessary to achieve quality results consistent with departmental goals. Demonstrates the ability to achieve effective results; demonstrates concern for the successful achievement of results; works persistently to overcome obstacles to goal achievement.
Tolerance for Stress	Maintains focus, control, stable performance and composure under pressure or opposition (such as time pressure or job ambiguity).
Follow up	Establishes plans and delivery dates; monitors progress of the team toward the accomplishment of performance expectations; gives timely, constructive, actionable feedback