



Job Description

Post: Office Assistant, France

Department/Region: Outreach (France)

Location: Paris, France

Purpose of post:

The Office Assistant for France will provide support to the Program Director, France and the France team, as well as to the Regional Director, South Europe & AMESA. They will form part of the French team and this position will place the post holder at the heart of the team to make a significant contribution in enabling the MSC to deliver its mission.

Line Relationships

Key Work Relationships

Authority Limits

Responsible to:

Program Director, France

Responsible for:

Whilst there is no immediate line management responsibility the Office Assistant may be required to periodically recruit and line manage consultants and temps on a short term basis

Internal:

- Program Director, France & Regional Director
- France team
- Corporate Services teams

External:

- Concierge Management
- Service providers and suppliers in France (internet, phones, landlord, incoming calls)
- Logistics

- Level 2 post
- Financial delegations in accordance with Financial Handbook

Contractual Terms (France)

Benefits (France)

Contract type:

Permanent

Annual leave:

25 days per annum, or prorated equivalent, plus statutory holidays

Probation:

2 months (renewable for the same period)

Pension:

Statutory

Notice:

2 months

Other benefits:

4x death in service insurance
Contributory health insurance

Working hours:

30 hours per week

Working time

Monday – Friday; 09:00 – 16:00

The MSC supports flexible working, so the pattern of hours may vary according to operational and personal needs. The MSC works across different time zones so evening or weekend work and/or some international travel and overnight stays may be required occasionally. No overtime is payable, however under certain circumstances time off in lieu may be granted.

Key Responsibilities

Provide PA support to the Regional Director, South Europe and AMESA

- Help organise Senior European team meetings, including logistics, taking Minutes, and organising accommodation as required
- Provide secretarial support as required which could include administration of credit card and cash claims, organising travel and accommodation as necessary, developing and circulating agendas and preparing travel packs
- Update and maintain the Contacts database

Provide support to the Program Director, France and the France team

- Be responsible for diary management and planning, organising all aspects of in-person meetings, booking accommodation and travel packs
- Carry out administrative, executive and logistical support to MSC's operations in France such as for events, PR actions etc

Customer Relationship Management (CRM) Support

- Promote the use of our CRM tool and support the team in managing contacts and data organisation

Office support functions to French team

- Be responsible for the mail and managing all correspondence, kitchen and office inventory and office management activities as well as other day-to-day operations, including liaising with the landlord, IT and telephone service suppliers and cleaning services
- Write up staff meeting Minutes and prepare the agenda for meetings
- Provide administration support to the French team, including helping with invoice coding, credit card and cash claims expenses
- Ensure that the French office has an up to date Document Unique d'Evaluation des Risques Professionnelles (DUERP), liaise with the appropriate services setting up appointments with occupational health services, first aid and fire extinguisher training, etc as required.

Note

No job description can be entirely comprehensive and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.

You will be expected to carry out all duties in the context of and in compliance with the MSC's Equality & Diversity and Health & Safety policies.

Person Specification

Required Attributes

Technical Skills, Qualifications & Experience

- Previous experience working in a similar role, or a position where similar skills have been required
- High level of proficiency with IT particularly in standard Microsoft Office packages (SharePoint, Word, Excel, PowerPoint, Outlook and Adobe Acrobat)
- Knowledge of CRM database and mailing list management

Stakeholder Oriented	<ul style="list-style-type: none"> • Strong focus on delivery of excellent customer service (including expectation management) • Evidence of ability to cultivate and manage relationships with colleagues, stakeholders, suppliers and collaborators successfully, with a people-centred approach to business and work essential • Ability to gain credibility with, and the respect of, staff at all levels of the MSC
Organisational	<ul style="list-style-type: none"> • Prior experience of working on projects would be useful, but excellent organisational skills are essential • Ability to manage time and prioritise urgent and essential tasks, to ensure meeting tight deadlines • Evidence of ability to operate and get results in a very busy environment with several tasks competing for priority – willingness to “go the extra mile”
Communications	<ul style="list-style-type: none"> • Excellent verbal and written communication skills, in both English and French, are essential • Ability to write in a convincing and persuasive style for different audiences • Experience preparing and delivering presentations and reports would be an advantage
Personal attributes	<ul style="list-style-type: none"> • High level of discretion, tact and diplomacy • Strong work ethic and enthusiastic nature with excellent attention to detail • Flexible worker, able to manage complex and diverse workloads successfully • Able to work on own, when necessary, but equally at home working as part of a team; likes using own initiative within agreed boundaries • Confident, with ability to develop effective working relationships with people at all levels within the MSC, and its external stakeholders • A quick learner, happy to learn by doing with support from more experience members of the team • Creative-thinker and able to demonstrate problem-solving skills • Empathy and interest in the MSC's mission and objectives • Able to demonstrate cultural awareness and sensitivity to the diversity of values, views and approaches to issues relevant to the MSC program

Job Description Agreement	
Chief Operating Officer's Signature:	Date:
Job Holder's Signature:	Date: