

BIHAR VIKAS MISSION

Job Description



| 1. General Information | |
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| Position Title: | Housekeeping Officer |
| Reports to: | General Manager – HR & IT |
| Department: | Bihar Vikas Mission |
| Job Code: | |
| 2. Organization Chart | |
| <pre> graph TD GM[General Manager - HR & IT] --> HRM[HR Manager] GM --> HKO[Housekeeping Officer] </pre> | |
| 3. Key Accountabilities | |
| Office Services Management <ul style="list-style-type: none"> Plan and coordinate the work in own area of responsibility to ensure the smooth functioning of the BVM office(s) and completion of related activities and programs in a timely and effective manner Plan and manage the provision of office services and administrative support such as mail service, telephones, office space planning, stationery and supplies, printing and photocopying etc. Plan and administer the office reception and telephone operator services | |
| Budgeting & Payments <ul style="list-style-type: none"> Provide input into the development of the office budgets and expenses that accurately represent anticipated costs to ensure accurate planning and cost management Handle the assigned petty cash, keep logs and records of all invoices, and maintain a proper petty cash management system Manage assigned expenditures that may include utilities, telephone bills etc. and ensure copies are stored in the filing system | |
| Document Control <ul style="list-style-type: none"> Develop, establish and maintain an effective archiving and filing system ensuring ease of access and retrieval for users Oversee document control activities in order to manage the safe storage of relevant files, documents and information | |
| Procurement of Administrative Supplies <ul style="list-style-type: none"> Manage procurement of administrative equipment and supplies, ensuring quality, cost-effectiveness and selection of suitable suppliers | |
| Visitor & Communication Handling <ul style="list-style-type: none"> Receive and assist visitors and handle incoming telephone enquiries and personal callers, acting as a first point of contact for both internal and external parties who wish to contact or meet the BVM officials as well as screen the requests to ensure those with genuine and important reasons are | |

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| <p>given priority</p> <ul style="list-style-type: none"> Act as a focal point for the administration and communication of all activities related to the BVM office (s) |
| <p>Travel and Meeting Arrangements</p> <ul style="list-style-type: none"> Arrange travel, transportation and accommodation for the assigned direct report as requested to ensure that all desired expectations are met Schedule appointments and coordinate arrangements for meetings for BVM managers and employees to ensure effective completion of meetings |
| <p>Facility Utilization</p> <ul style="list-style-type: none"> Maintain the schedules relating to the use of facilities, including conference rooms, meeting rooms and others in order to ensure and provide required support for maintenance and repair of office facilities |
| <p>Continuous Improvement</p> <ul style="list-style-type: none"> Identify opportunities for continuous improvement of systems, processes and practices taking into account best practices, in order to facilitate cost optimization and productivity improvement |
| <p>Policies, Systems, Processes & Procedures</p> <ul style="list-style-type: none"> Follow all relevant policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner |
| <p>Related Assignments</p> <ul style="list-style-type: none"> Perform other related duties or assignments as directed |
| <p>4. Qualifications and Experience</p> |
| <p>Essential</p> <ul style="list-style-type: none"> Bachelor of Arts / Science / Commerce Minimum 3 years of office management experience in a Government and / or multilateral / bilateral development and / or private organization OR Retired officers from Government / relevant Industry / Defense Services / Paramilitary with minimum last 3 of years of office management experience |
| <p>Preferred</p> <ul style="list-style-type: none"> Less than 30 years of age as on 1st January 2017 Age limit in case of Defense Forces / Police / Paramilitary personnel below the Army equivalent rank of a lieutenant: less than 50 years as on 1st January 2017 Experience of working with with state / central government / bilateral / multilateral organizations (e.g. World bank, DFID, UNDP, ADB) in an office management / admin manager role |
| <p>5. Knowledge and Other Skills</p> |
| <ul style="list-style-type: none"> Good organization and interpersonal skills Good knowledge of MS Office suite of products Decent computer literacy skills Knowledge of document management and filing systems and procedures |

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| 6. Competencies | | Basic | Proficient | Expert |
|-----------------|-------------------------------------|-------|------------|--------|
| i. | Strategic/Innovative Thinking | ✓ | | |
| ii. | People First | | ✓ | |
| iii. | Consultation and Consensus Building | ✓ | | |
| iv. | Initiative & Drive | ✓ | | |
| v. | Problem Solving | ✓ | | |

| Basic | Proficient | Expert |
|--|---|---|
| <i>Aware of principles and their application</i> | <i>Sufficiently competent to work alone</i> | <i>Competent to support and advise others</i> |