**ASSIGNMENT 1**

1. Different organizations have different roles for office and administration support staff. What are the major roles you perform in your organization? Explain five.

*I am working in an international organization which is engaged in implementing a mine action programme as following:*

* *Improve the protection the protection of civilians and facilitate humanitarian assistance;*
* *Enhance national capacity to mitigate explosive threats and enable compliance with international treaty obligations;*
* *Reduce the explosive threat to United Nations personnel.*

*My main role is to work in closed collaboration with the Operation, Programme and Project Teams to successfully deliver support services. I have a supervisory role within the Support services office. That means that I supervise several Teams delivering support services as following:*

* ***Logistics Team:*** *Delivery of equipment to field staff to carry out their day-to-day activities*
* ***Admin Team:*** *Provide support for all local and International travels arrangement, for all personnel and partners, ensuring compliance with internal procedures, rules and regulations*
* ***Facility management Team:*** *Provide assistance in the overall management and utilization of all accommodations and office space, including scheduling repairs, maintenance and installation of conventional buildings*
* ***Transport Team****: Provision of effective transportation service to all staffs and coordinate the daily vehicle booking*
* ***ICT Team****: To help and support in all ICT related matters: Configure network devices and maintain Internet; assist users in using Software Applications, such as Adobe, Visio, excel, and WinWord etc*

1. What motivates you most in your work? Can you identify with any of the three types of support staff? Explain your answer briefly.

*My motivation comes from the fact that I am part of a team to support the overall Programme to achieve its mandate. The success of the Programme is linked to the quality of the support my team provides. As such, I am motivated by empowering capacity of my supervisees, creating a great relationship with the top management and field staff.*

*The type of support staff I can identify with is Partner. As a matter of fact, I consider the all Programme personnel as a team. So I have a very flowing communication with the top management through the weekly meeting and report drafted on my activities. Moreover, my Team and I are willing to improve our way of delivering service and are ready to receive from others new ideas.*

1. What are the stress factors in you line of duty? How do you deal with them?

*We are working in a changing and unpredical environment in term of security, internet connection and means of transportation cargos.*

*Delivering support service is very challenging as we are working in the desert with the threat of terrorism attack, where there is an internet poor connection and where it is very difficult to get have good transportation service to dispatch cargos. Moreover, the high temperature (45°C – 50°C) is a factor of stress.*

*In addition to these factors, we have the pressure coming from field staff who need to be support in a time frame.*

*As we have a very good team work principle, we overcome these stressful factor to perform our task to reach our goals.*

1. What are the professional conducts you subscribe to in your day to day work life?

The professional conduct I subscribe to in my day to day work life are:

1. ***Be on time*** *at any meeting and appointment. Moreover, my team is committed to respect the deadline given to accomplish an activity and come on time at work;*
2. ***No quarrel at workplace****: I have never quarrel with any staff. If I have different point of with a staff and He or She starts screaming, I prefer leave the place or office for a while and come back latter when she or he has cooled down*
3. ***Be willing to support colleagues:*** *Whatever the situation, I am always ready to help, support colleagues to achieve their goals.*
4. ***Never lies:*** *I always acknowledge the errors, mistakes I make and take responsibility*
5. ***Willing to perform very well the task I am assigned to:*** *One of my moto at work is* *not to cheat and word hard to reach my goals*