
Terms of Reference
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Office Assistant
for
Mizoram Health Systems Strengthening Project

Background

The Department of Health and Family Welfare, Government of Mizoram is implementing a project titled 'Mizoram Health Systems Strengthening Project' with financial and technical assistance from the World Bank. The proposed project aims to improve the management, quality, accessibility and delivery of health services in the state of Mizoram. The project will target investments towards health facilities and locations across the state over the five-year project duration where the demand for health services is high and required capacities are in place to maximize the impact of the project. The project will accomplish these objectives through implementation of four components:

- I- Strengthen management and accountability through Internal Performance Agreements (IPAs)
- II- Improve the design and management of the state health insurance programs
- III- Enhance the quality of health services and support innovations
- IV- Contingent Emergency Response Component

Objective:

The purpose of an Office assistant is to provide confidential administrative, secretarial, office management and research support to the Project Director, MHSSP and his subordinates. S/he will provide a liaison point and assistance on behalf of the Project Director to the other team members as well as to Project consultants and other stakeholders.

Responsibilities:

- i. Overseeing clerical tasks like handling incoming calls, mails and other communications.
- ii. Managing filing system.
- iii. Recording information as needed.
- iv. Updating paperwork, maintaining documents and word processing.
- v. Helping organize and maintain office common areas.
- vi. Performing general office clerk duties and errands.

- vii. Organizing travel by booking accommodations and reservations needs as required.
- viii. Coordinating events as necessary.
- ix. Maintaining supply inventory.
 - x. Maintaining office equipment as needed.
 - xi. Aiding with client reception as needed.
- xii. Creating, maintaining, and entering information into databases.

Qualifications and other requirements:

- i. Bachelor's Degree (in management studies, Administrative Studies or other related fields is desirable).
- ii. Diploma or certificate in Computer Application or good working knowledge in using basic computer applications of MS office.
- iii. Good typing skill and certificate in stenography is desirable
- iv. Experience as an office assistant in related projects or public office will be an added advantage
- v. Proficiency in English both written and vocal is desirable.

Number of Post: One (1)

Duration of Contract: The contract is for 1 year and extension may be offered with satisfactory performance.

Salary: Rs. 13,000 (Rupees Thirteen thousand only) per month with 5 % increment annually on extension of contract.