

Terms of Reference

1. Introduction:

Post:	Manager, General Services
Post Type:	Permanent
Contract Duration:	Initial contract shall be for a period of 1 (one) year. The contract shall be extended or made permanent based on performance, upon successful completion of one year.)
Department:	General Services Department
Division:	Corporate Affairs Division

2. Reporting Relationships:

The Manager, General Services (MGS) will report to the Director, Corporate Affairs. The MGS is expected to work closely with the Senior Management Team.

3. Overall Responsibilities:

The MGS shall be responsible for managing and coordinating all the functions of the General Services Department.

The MGS shall ensure that the Pension Office has up-to-date administrative procedures and processes in place to provide services of the highest standard. The MGS shall also be responsible for coordinating the development and implementation of strategies related to general administration and procurement, in support of the overall strategic objectives of the Pension Office.

4. Specific Duties:

Under the direction of the Director, Corporate Affairs, the MGS shall perform the following responsibilities pertaining to the general administration and procurement function:

- Prepare, implement and review policies and procedures related to the General Services Department.



- Supervise the staff and day-to-day operations of the General Service Department.
- Preparation and implementation of the annual procurement plan.
- Manage day to day procurement activities.
- Ensure procurement process is carried out in accordance with the Procurement Policy and relevant procedures.
- Ensure the standards of bidding and contract management in the procurement of goods, works and services.
- Ensure that the office is stocked with necessary supplies and that all equipment are working and properly maintained.
- Manage travel arrangements related to all official travel (local and overseas).
- Plan and organise official events, including meetings, training, seminars, conferences, and other staff related events, and provide ongoing administrative assistance during such events.
- Ensure smooth functioning of special projects and track progress towards organisational goals.
- Manage the maintenance and repair of the properties and assets of the Pension Office.
- Manage the maintenance of office premises, ensuring a safe and clean working environment.
- Manage the document archiving function of the Pension Office.
- Manage the document dispatch function of the Pension Office..
- Monitor costs and expenses related to office administration function and assist in the preparation of the annual budget.
- Preparation of various management reports as required by the management.
- Any other relevant tasks assigned by the Director, Corporate Affairs.

5. Minimum Qualifications / Work Experience:

- A Master's degree or equivalent professional qualification (MNQF level 9) in the field of business administration or management.
- A minimum of 2 years of professional work experience at managerial level in the field of office administration or procurement, after completion of Master's degree or equivalent professional qualification.

OR



- A Bachelor's degree or equivalent professional qualification (MNQF level 7) in the field of business administration or management.
- A minimum of 4 years of professional work experience at managerial level in the field of office administration or procurement, after completion of Bachelor's degree or equivalent professional qualification.

6. Desired Skills and Competencies:

- Knowledge of relevant laws and regulations related to administration and procurement.
- Knowledge of general principles, industry standards and best practices related to administration and procurement functions.
- Knowledge and understanding of the political, economic and social environment in the Maldives.
- Fluency in written and spoken Dhivehi and English language.
- Excellent and effective communication (verbal and written) skills, including ability to prepare concise reports and presentations.
- Sound judgement in making decisions and in resolving issues and problems.
- Strong leadership skills, and the ability to engage and motivate team members.
- Ability to collaborate effectively with others to achieve results.
- Excellent interpersonal skills, with the ability to establish and maintain effective working relationships with relevant stakeholders.
- Excellent organisational, time management and strong interpersonal skills.
- Ability to handle stress well and meet tight deadlines in the face of challenging obstacles.
- Ability to prioritise, multitask, and work flexibly.
- Ability to work independently and effectively with minimum supervision.
- Ability to deliver to deadlines in the face of challenging and logistical obstacles.
- Proficiency in using Google Workspace or Microsoft Office

