

Job Description

Position:	Hub Administration Coordinator (Manager)
Reports to:	NRC Geneva Head of Support Services /Chair, Operations Committee – Humanitarian Hub Project
Grade:	7
Supervision of:	None
Duty station:	Geneva, Switzerland
Travel:	None
Project number:	
Duration and type of contract:	Open-ended

CHS Alliance (www.chsalliance.org/), Danish Refugee Council (www.drc.ngo/), ICVA - International Council of Voluntary Agencies (www.icvanetwork.org/), and Save the Children International (www.savethechildren.net/) together with the Norwegian Refugee Council (www.nrc.no/) have decided to create a coworking space - the Humanitarian Hub Project (HHP). This space will also host other institutions such as: the Internal Displacement Monitoring Centre (www.internal-displacement.org/), H2H (h2hnetwork.org/), JIPS (www.jips.org/), and MMC (mixedmigration.org/).

1. Role and responsibilities

You will embody the heart and soul of Humanitarian Hub coworking space and create a positive coworking environment where space, amenities and services are shared, mutually respected and even made more enjoyable.

Working closely with 5 HHP partners and reporting to the Chair of the Operations Governance Committee, you will have full ownership of the day-to-day office management operations for a community of 120+ Humanitarian Hub users. You will ensure high levels of organizational effectiveness, communication and safety, the smooth running of the Hub, help to improve process and day-to-day operations and serve a community of 120+ users, interacting with 5 partner organizations.

Office manager responsibilities include:

Humanitarian Hub Community Management

- Ensure the effective and timely day-to-day operations and services delivery for logistics, ICT, administration, office and facilities management matters, on-site meeting and events.
- Create a friendly and positive environment to facilitate high member satisfaction
- Espouse Humanitarian Hub vision and guiding principles and etiquette
- Ensure all staff and users' awareness of the office facilities and administrative processes and policies, provide guidance as may be necessary and communicate effectively
- Seek out information and understand the business and mission of every partner organisation
- Handle complaints and resolve issues in collaboration with suppliers and providers quickly and in a manner that diffuses tension
- Foster a sense of inclusivity where fresh ideas are welcome
- Promote and share ideas for improvement of the HHP

- Be knowledgeable about Humanitarian Hub partnership contracts and guidelines, as well as other documents and laws that manage the work environment. Explain these policies to members, as necessary.
- Oversee new member onboarding and moving out of the Humanitarian Hub

Humanitarian Hub Administration and Development

- With all partners, be responsible for setting and achieving HHP objectives, office occupancy rates, and pricing
- Maintain and update operational policies and process in connection to the Hub in coordination with the Ops Governance Committee.
- Manage delegated budget, prepare invoices for the hub, procedures for approval and payments. Ensure that all items are invoiced and paid on time
- Forecast the annual budget for the HHP and revise it when necessary
- Respond to staff members' queries, ensure shared-Office Ground rules are respected, collect feedback from members to analyze where service could be improved within the Hub
- Manage petty cash.
- Handle mail (accept packages, sort mail...)
- Conduct tours for prospective members
- Ensure that new members will fit with HHP's culture dynamics and mission
- Conduct procurement for shared services, draft and negotiate contracts and maintain a positive relationship with key suppliers, vendors, landlord and regie
- Ensure all lease Terms & Conditions are followed and applied, and the same with the partners in respect to sub-lease arrangements.
- Make recommendations to partners about new features or desired services that will improve the HHP and entice new members
- Compliance with and adherence to policies, guidance and handbooks and donor/auditor requirements

Facilities and space management

- Manage all building operations to the satisfaction of members and in line with all relevant policies in place (procurement, finance, etc...)
- Maximise uptime and availability of key facilities asset like the Wi-Fi network, cafeteria, printers/copiers
- Administrate office keys, access badges and other processes or systems for office facilities.
- Keep members aware of facilities issues that may impact them
- Utilize a variety of coworking software applications to manage the space and membership
- Prepare and develop status reports as required by management.
- Organize the office layout, maintain the office condition and arrange necessary repairs.

Maintain and update asset and inventory lists of all non-consumable materials and equipment

- Submit maintenance tickets for repairs
- Ensure cleaning is conducted to spec
- Be aware of local laws and regulations as they pertain to member safety and emergency preparedness
- Serve as a focal point for on-site security, organize evacuation exercises at least once a year, implement sanitary measures in the event of a pandemic.

Events planning and execution

- Provide support for internal events or seminars, including organising invitations, booking meeting rooms
- Build a quarterly calendar of coworking events that engage all HHP stakeholders (e.g. lunch and learns, happy hours, themed parties) and oversee these events from catering to cleanup
- Present Humanitarian Hub professionally

ICT

- Oversee systems installation and ICT interventions in the HHP office in liaison with HQ ICT department, external service provider and the Chair.
- Act as key liaison for staff and sub-tenants on ICT matters.
- Ensure ICT on/offboarding and system accesses for new and departing staff.
- Ensure compliance with HHP ICT policies and guidelines.

Other

- Other tasks as assigned by the Ops Governance Committee, through the Chair.

2. Competencies

1. Professional competencies

Generic professional competencies:

- Minimum 5 years of experience in a similar position, preferably in an international environment.
- Professional qualification or relevant technical certification in areas related to the position.
- Advanced IT skills and proficient in Microsoft (Outlook, Excel, PowerPoint, Word)
- Excellent time management skills and ability to multitask and prioritize work.
- Self-motivated and with a positive attitude.
- Conscientious, collegial, and service and client oriented.
- Flexible, innovative, and effective in working collaboratively as part of a multicultural team.
- Fluency in written and spoken French and English.
- Attention to detail and problem-solving skills.

2. Behavioural competencies

- Planning and delivering results
- Empowering and building trust
- Communicating with impact and respect
- Self-motivated and with a positive attitude.
- Conscientious, collegial, and service and client oriented.
- Flexible, innovative, and effective in working collaboratively as part of a multicultural team.
- Attention to detail and problem-solving skills.
- Cultural Sensitivity
- Proven integrity - upholding and promoting the highest standards of ethical and professional conduct

IMPORTANT NOTICE:

- The HHP has a zero-tolerance policy towards the abuse of power, exploitation, bullying, harassment and discrimination and towards fraud and corruption.
- Staff behaviour must be seen to be of the highest standard and in keeping with the HHP vision, mission and aims. Therefore, all offers of employment are subject to satisfactory references and appropriate screening checks.