

## Information for Applicants – Locally Engaged Staff (KOMPAK)

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<b>Position Title:</b>	Administrative Officer
<b>Position Location:</b>	Jakarta, Indonesia
<b>Position Type:</b>	Locally Engaged Staff
<b>Contract Duration:</b>	6 months with possibility of extension
<b>Estimated Start Date:</b>	1 March 2017
<b>Application Closing Date:</b>	12 February 2017

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### Overview

Thank you for your interest in the position of **Administrative Officer** with the KOMPAK Program, as managed by Abt Associates on behalf of the Australian Government.

This document includes information on the following:

- Program Overview;
- Introduction to Abt Associates ;
- Application process;
- Terms of Reference; and
- Key Selection Criteria.

Please read this document carefully as applications that vary from the specified requirements may not be accepted.

### Program Overview

KOMPAK is an Australia-Indonesia government partnership supporting the Government of Indonesia's efforts in reducing poverty through improvements in basic service delivery and creating opportunities for work. KOMPAK focuses its efforts on three result areas:

1. Improving access, quality and delivery of basic services in health, education and legal identity;
2. Strengthening village governance, community participation in governance as well as community-led development and;
3. Creation of opportunities for off-farm employment and economic development.

## Abt Associates – Who We Are

Abt Associates is a global development consulting firm with over 10 years' experience operating within the health and social sectors in the Australian and Asia-Pacific region. We are a company that has a personal commitment to its staff and as such we value the long-term relationships that we build with the people who work with us.

For more information about our company and what we do visit our website at [www.abtassociates.com.au](http://www.abtassociates.com.au).

## Our Values

### **Mission-Driven.**

We are united by our mission to improve the lives of people worldwide.

### **Global.**

We are a global community, bringing diverse knowledge, expertise, and perspectives to the many challenges faced by today's world.

### **Committed to Excellence.**

We strive to meet and exceed the highest professional standards.

### **Collaborative.**

We know that working collaboratively produces excellence.

### **Accountable.**

We take responsibility for what we do and how we do it.

### **Balanced.**

We sustain the energy and commitment we bring to our roles by promoting a healthy balance between our personal and professional lives.

## Preparing Your Application

Please read the following information carefully as incomplete applications may not be accepted.

To submit an application:

1. Visit the Abt Associates website ([www.abtassociates.com.au](http://www.abtassociates.com.au)) and navigate to the 'Careers' section.
2. Locate the position you are applying for and select 'Job Details'.
3. Click on the 'Apply Online' button and follow the prompts.

It should take between 10-20 minutes for you to complete the online application. Before submitting your application it is recommended that you have the following documentation prepared so that these can be readily uploaded during the application process:

1. An electronic version of your CV in MS Word or PDF format (less than 3MB);
2. A statement addressing the key selection criteria (maximum 3 pages). This document should clearly describe how your skills, experience and qualifications will enable you to meet the requirements of the position; and
3. Details of at least 3 professional referees (preferably your current supervisor and 2 previous supervisors).

## Other Points to Consider:

1. You will need to submit a separate application for each position that you apply for.
2. If you are successful in being short-listed or are selected for this position you may be required to undertake a police check, psychometric test and/or a medical examination.
3. Only short-listed candidates will be contacted.
4. Women are encouraged to apply.

## Lodging Your Application:

All applications should be submitted online through our website at:  
[www.abtassociates.com.au](http://www.abtassociates.com.au).

Should you experience any difficulties with the submission process, or have any questions about this role then please contact:

**Contact Name:** KOMPAK HR Team

**Email:** HR@kompak.or.id

**Closing Date:** 12 February 2017

### Terms of Reference

The Services that the successful candidate is to provide include, but are not limited to, fulfilling the following Terms of Reference:

Terms of Reference	Kerangka Acuan Kerja
<b>Position Title: Administrative Officer</b>	<b>Nama Jabatan: Administrative Officer</b>
<b>Location:</b> Jakarta, Indonesia	<b>Lokasi:</b> Jakarta, Indonesia
<b>Reporting To:</b> Office Manager	<b>Melapor Kepada:</b> Office Manager
<b>Duration of Assignment:</b> 6 months with possibility of extension	<b>Jangka Waktu Penugasan:</b> 6 bulan dengan kemungkinan diperpanjang
<p><b>Abt Associates Values</b></p> <p>The incumbent must demonstrate a high level of commitment to following values of Abt Associates:</p> <p><b>Mission-Driven.</b></p> <p>We are united by our mission to improve the lives of people worldwide.</p> <p><b>Global.</b></p> <p>We are a global community, bringing diverse knowledge, expertise, and perspectives to the many challenges faced by today's world.</p> <p><b>Committed to Excellence.</b></p> <p>We strive to meet and exceed the highest professional standards.</p> <p><b>Collaborative.</b></p> <p>We know that working collaboratively produces excellence.</p> <p><b>Accountable.</b></p> <p>We take responsibility for what we do and how we do it.</p> <p><b>Balanced.</b></p> <p>We sustain the energy and commitment we bring to our roles by promoting a healthy balance between our personal and professional lives.</p>	<p><b>Nilai-nilai Abt Associates</b></p> <p>Pihak yang menjabat harus menunjukkan tingkat komitmen yang tinggi terhadap nilai-nilai Abt Associates berikut:</p> <p><b>Digerakkan oleh Misi.</b></p> <p>Kami disatukan oleh misi kami memperbaiki kehidupan orang-orang di seluruh dunia.</p> <p><b>Global.</b></p> <p>Kami merupakan sebuah masyarakat global, yang menghadirkan pengetahuan, keahlian, dan perspektif yang beragam terhadap banyak tantangan yang dihadapi oleh dunia saat ini.</p> <p><b>Berkomitmen terhadap Keunggulan.</b></p> <p>Kami berupaya memenuhi dan melampaui standar profesional tertinggi.</p> <p><b>Kolaboratif.</b></p> <p>Kami tahu bahwa bekerja secara kolaboratif akan menghasilkan keunggulan.</p> <p><b>Akuntabel.</b></p> <p>Kami bertanggung jawab dengan apa yang kami lakukan dan bagaimana cara kami melakukannya.</p> <p><b>Seimbang.</b></p> <p>Kami mempertahankan energi dan komitmen yang kami bawa pada peran kami dengan mempromosikan keseimbangan yang sehat antara kehidupan pribadi dan kehidupan profesional kami.</p>

<p><b>Project Summary</b></p> <p>KOMPAK is an Australia-Indonesia government partnership supporting the Government of Indonesia's efforts in reducing poverty through improvements in basic service delivery and creating opportunities for work. KOMPAK focuses its efforts on three result areas:</p> <ol style="list-style-type: none"> <li>1 Improving access, quality and delivery of basic services in health, education and legal identity;</li> <li>2 Strengthening village governance, community participation in governance as well as community-led development and;</li> <li>3 Creation of opportunities for off-farm employment and economic development.</li> </ol>	<p><b>Ringkasan Proyek</b></p> <p>KOMPAK adalah kemitraan Pemerintah Australia dan Indonesia yang mendukung Pemerintah Indonesia untuk mengurangi kemiskinan melalui peningkatan pelayanan dasar dan menciptakan kesempatan ekonomi yang lebih besar. KOMPAK akan memfokuskan kegiatannya pada tiga area:</p> <ol style="list-style-type: none"> <li>1. Peningkatan akses, kualitas pelayanan dasar di bidang kesehatan, pendidikan dan identitas hukum;</li> <li>2. Penguatan tata kelola pemerintah desa, partisipasi masyarakat dalam tata kelola pemerintahan dan pembangunan berbasis masyarakat;</li> <li>3. Penciptaan peluang-peluang ekonomi di sektor non-pertanian dan pembangunan ekonomi.</li> </ol>
<p><b>Purpose</b></p> <p>Undertake all office administrative duties, including managing day to day vehicle and meeting room bookings, performing receptionist tasks, coordinating mail distribution, supporting the office manager on related administrative arrangements includes office procurement, and other administrative arrangements.</p>	<p><b>Tujuan</b></p> <p>Melakukan semua tugas-tugas adminsitratif, termasuk mengatur jadwal harian kendaraan kantor dan mengatur pemakaian ruang rapat, melakukan tugas-tugas penerima tamu, mengkoordinir distribusi surat menyurat, mendukung office manager dalam hal yang berkaitan dengan pengaturan administrasi termasuk pengadaan barang-barang kebutuhan kantor, dan tugas-tugas administrasi lain-lainnya.</p>
<p><b>Specific Duties and responsibilities</b></p> <p>Under general guidelines of Office Manager the position will undertake functional responsibilities of tasks as the following :</p> <ul style="list-style-type: none"> <li>• Provide reception activities from managing telephone enquiries, taking messages, screening and redirecting visitors and telephone calls where appropriate in a prompt, efficient and helpful manner.</li> <li>• Assisting Office Manager in coordinating transport request on a daily basis.</li> <li>• Coordinating meeting room booking in KOMPAK offices.</li> <li>• Coordinating day to day tasks of office assistants and maintenance assistants including their overtime.</li> <li>• Maintaining stationery inventory availability</li> </ul>	<p><b>Tugas dan Tanggungjawab</b></p> <p>Di bawah bimbingan Office Manager pemegang jabatan ini bertanggungjawab secara fungsional terhadap hal yang berkaitan dengan tugas-tugas sebagai berikut:</p> <ul style="list-style-type: none"> <li>• Menangani kegiatan-kegiatan resepsionis mulai dari melayani pertanyaan melalui telepon, menerima pesan, memilah dan mengarahkan para tamu dan telepon yang masuk dengan cara yang cepat efisien, ramah dan santun.</li> <li>• Mendukung Office Manager dalam menkoordinasi pemesanan transport sehari-hari.</li> <li>• Mengkoordinasikan pemesanan ruang rapat di dalam kantor KOMPAK</li> <li>• Menkoordinasi tugas-tugas harian para asisten kantor dan asisten pemeliharaan</li> </ul>

<p>and replenish them.</p> <ul style="list-style-type: none"> <li>• Manage the general tidiness and maintenance of the reception area, meeting rooms, kitchen and general amenities areas</li> <li>• Support office manager in various procurement in accordance with KOMPAK Procurement Policies as well as other required documentations.</li> <li>• Liaise with the office manager for payment of office invoices</li> <li>• Maintain filing systems (in/out correspondences, reports) both in soft and hard copies (if required)</li> <li>• Provide Administrative support for COB Senior Manager.</li> <li>• Support data entry tasks as directed by COB Senior Manager.</li> <li>• Undertake any other reasonable administrative duties as directed</li> </ul>	<p>termasuk lembur mereka</p> <ul style="list-style-type: none"> <li>• Menjaga ketersediaan alat tulis kantor dan mengisi ulang inventaris</li> <li>• Mengatur kerapihan dan keteraturan di ruangan resepsionis, ruang-ruang rapat, dapur dan ruang fasilitas umum</li> <li>• Mendukung Office Manager dalam serangkaian pengadaan sesuai dengan Kebijakan Pengadaan KOMPAK serta dilengkapi dengan dokumen pendukung yang diperlukan.</li> <li>• Menjalin kerjasama dengan Office Manager untuk melakukan pembayaran tagihan kantor</li> <li>• Memelihara sistem arsip (korespondensi masuk/keluar, laporan-laporan) baik dalam bentuk arsip komputer maupun lembar cetak (bila diperlukan)</li> <li>• Menyediakan dukungan administrasi untuk Senior Manager COB</li> <li>• Mendukung tugas –tugas <i>data entry</i> yang di arahkan oleh Senior Manager COB.</li> <li>• Melakukan tugas-tugas administrasi lainnya yang wajar sesuai dengan pengarahan.</li> </ul>
<p><b>Selection Criteria</b></p> <ul style="list-style-type: none"> <li>• Education and professional background in Admin/ office management.</li> <li>• Demonstrated track record in providing support to office management with multicultural environment.</li> <li>• Fluency in both English and Indonesia</li> <li>• Excellent interpersonal skills, and written and verbal communication skills includes good phone manner.</li> <li>• Demonstrated computer competency in operating office applications and calendar management</li> <li>• Ability to work both independently and as part of a team to achieve goals</li> </ul>	<p><b>Kriteria Seleksi</b></p> <ul style="list-style-type: none"> <li>• Latar belakang pendidikan dan profesional dalam Administrasi/manajemen kantor</li> <li>• Mempunyai catatan pengalaman bekerja dalam memberikan dukungan untuk manajemen kantor di lingkungan multi budaya</li> <li>• Lancar berbahasa Inggris dan Indonesia</li> <li>• Memiliki kecakapan hubungan antar pribadi yang kuat dan komunikasi tertulis maupun lisan yang baik termasuk sopan dalam bertelepon.</li> <li>• Mempunyai kemampuan menggunakan MS Office dan manajemen kalender</li> <li>• Mampu bekerja secara individu dan sebagai bagian dari tim demi mencapai tujuan.</li> </ul>
<p><b>Other tasks</b></p> <ul style="list-style-type: none"> <li>• Immediately report any suspected fraudulent or corrupt activities to your KOMPAK supervisor or relevant Director.</li> </ul>	<p><b>Tugas-tugas Lainnya</b></p> <ul style="list-style-type: none"> <li>• Segera melaporkan kepada atasan anda atau Direktur yang relevan setiap ada kecurigaan</li> </ul>

<ul style="list-style-type: none"> <li>• Proactively identify and report risks, and manage risks within your level of accountability.</li> <li>• Undertake other duties as required by your supervisor.</li> <li>• Comply with Abt Associates and Program’s policies on gender, disability, fraud and anticorruption, HIV and AIDS, child protection and the environment.</li> </ul>	<p>adanya kegiatan-kegiatan kecurangan atau korupsi.</p> <ul style="list-style-type: none"> <li>• Secara proaktif mengenali dan melaporkan resiko, dan mengatasi resiko sebatas tingkat akuntabilitas anda.</li> <li>• Melakukan tugas-tugas lain yang diperlukan oleh atasan anda.</li> <li>• Mematuhi semua kebijakan-kebijakan Abt Associates dan Program mengenai jender, keterbatasan gerak, kecurangan dan anti korupsi, HIV and AIDS, perlindungan anak dan lingkungannya.</li> </ul>
<p><b>Core Competencies</b></p> <ul style="list-style-type: none"> <li>• Delivers Results</li> <li>• Builds Internal and External Customer Satisfaction and Loyalty</li> <li>• Develops People</li> <li>• Communicates</li> <li>• Sets Vision and Direction</li> <li>• Demonstrates Sound Financial and Business-Related Practices</li> <li>• Builds Teams and Cooperation</li> <li>• Promotes Technical Excellence and Quality</li> <li>• Promotes Diversity</li> <li>• Acts as a Role Model</li> </ul>	<p><b>Kompetensi Utama</b></p> <ul style="list-style-type: none"> <li>• Memberikan Hasil</li> <li>• Membangun Loyalitas dan Kepuasan Pelanggan Internal dan Eksternal</li> <li>• Mengembangkan Orang</li> <li>• Melakukan komunikasi</li> <li>• Menetapkan Visi dan Arah</li> <li>• Menunjukkan Praktek Keuangan dan Praktek Terkait Bisnis yang Baik</li> <li>• Membangun Tim dan Kerjasama</li> <li>• Mempromosikan Mutu dan Keunggulan Teknis</li> <li>• Mempromosikan Keragaman</li> <li>• Bertindak sebagai Panutan</li> </ul>

### Key Selection Criteria

For your application to be considered by the panel, interested applicants must submit a response to each of the following Key Selection Criteria:

- |        |   |   |
|--------|---|---|
| KSC 1. | Education and professional background in Admin/ office management.                                      | Latar belakang pendidikan dan profesional dalam Administrasi/manajemen kantor   |
| KSC 2. | Demonstrated track record in providing support to office management with multicultural environment.     | Mempunyai catatan pengalaman bekerja dalam memberikan dukungan untuk manajemen kantor di lingkungan multi budaya                    |
| KSC 3. | Fluency in both English and Indonesia   | Lancar berbahasa Inggris dan Indonesia  |
| KSC 4. | Excellent interpersonal skills, and written and verbal communication skills includes good phone manner. | Memiliki kecakapan hubungan antar pribadi yang kuat dan komunikasi tertulis maupun lisan yang baik termasuk sopan dalam bertelepon. |
| KSC 5. | Demonstrated computer competency in operating office applications and calendar management               | Mempunyai kemampuan menggunakan MS Office dan manajemen kalender  |
| KSC 6. | Ability to work both independently and as part of a team to achieve goals;                              | Mampu bekerja secara individu dan sebagai bagian dari tim demi mencapai tujuan.   |

**If no response to the above Key Selection Criteria is made, applications will not be considered further.**

***We encourage applicants from experienced and capable women, and people with disabilities.***