

Job profile

Admission date: 1st October 2022

A. BASIC DETAILS

Job title	:	Secretary/Management support officer
Local/posted from The Hague	:	local
Unit/mission:	:	Netherlands Embassy Luanda / ZMA Luanda
Job level	:	6

SPECIFIC INFORMATION

You provide secretarial support and work together with the manager, employees or on a project. You will be given a number of substantive operational tasks and will be able to perform them quite independently. You provide data and overviews and generate management information that you verify for completeness. You are the information source or first point of contact and provide information to internal and external employees/customers. You work closely with the management support team and replace them when necessary.

RESULT AREAS AND TASKS

- Management and monitoring of the Head of Mission and Counselor's agendas.
- Manage the Chief of Mission's mailbox and handle the mail.
- (Co-)organization of receptions, and the continuous updating of the embassy contact list, including the list of Dutch citizens.
- Administrative/organizational preparation of meetings, and filing of meeting documents.

KNOWLEDGE AND SKILL REQUIREMENTS

- Sufficient mastery of MS-Office programs for Windows, such as Excel, Word and Outlook;
- Control of standard office applications and (automated) systems that are used for internal business operations and for project management;
- Control and handle applications for social media, automated systems (such as SharePoint) and devices such as Tablets, iPhone, etc.
- Affinity with remote work.
- Knowledge or affinity with the structure and working methods (policy and operational management) of central and local authorities and missions;
- Be able to gain knowledge in a short period of time of current archives and associated priorities and knowledge of the division of labor (who does what within the archive);
- Mastery (conversational and in word and writing) of the Portuguese and English language
- Knowledge of a second foreign language (e.g. Dutch) is a plus.

COMPETENCES

- Customer focus
- Progress check
- Planning and organizing
- Organizational sensitivity
- Collaborate
- Integrity
- Self development
- In addition to these competences, specific competences apply to the Ministry of Foreign Affairs:
 - Initiative
 - Anticipate
 - Networking
 - Flexibility
 - Intercultural sensitivity

ATTITUDE

As a management support assistant, you are a socially qualified professional, and you adapt perfectly to changing circumstances.

Besides that:

- you are proactive and enterprising: you think ahead and anticipate questions from the person you support, ie the manager, an employee or project leader;
- you know the priorities of the person you support, help them to prioritize and monitor the scarce time;
- you are able to prioritize your own work;
- you have a liaison role in relation to internal employees;
- you adapt perfectly to what is needed in the organization. You recognize needs and act upon them;
- you work well independently and work in a team;
- you and your colleagues take responsibility for supporting the work process well;
- intervene if the relevant processes do not run smoothly, in a friendly manner that provides clarity;
- you provide optimal (external) customer support, making use of the team you are a part of.
- you are aware of your place in the whole and are responsible for it;
- you have the role of hostess/hostess for external visitors. Your attitude is correct, assertive and customer-oriented

LEVEL OF EDUCATION / ADDITIONAL TRAINING AND KNOWLEDGE

- Senior secondary vocational level;
 - A minimum of 2 years relevant experience is required, incl. management support
 - Good communication skills, both verbally and in writing;
 - Good knowledge of the Portuguese and English language (level B1, which can be developed up to level B2); (orally and written)
 - Knowledge of an extra foreign language (e.g. Dutch) is a plus
 - Knowledge of the local circumstances and customs.
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WORK ENVIRONMENT

The Netherlands Embassy in Luanda is a small Embassy, that co-locates with the Swiss Embassy since July 2015. Currently, 2 expat and 10 local colleagues are employed. The Netherlands Embassy promotes the Dutch interests in Angola in the field of economic cooperation, and consular services. The management team of the Embassy consists of the Ambassador, Counsellor/Deputy Head of Mission and the Head of Internal Affairs (Operational Manager).

STAFF MEMBER PROFILE

Independent colleague who can maintain his/her integrity and keeps delivering good work in spite of the variety of different job responsibilities and under pressure. He/she should possess a good sense of responsibility and should be able to work accurately under all circumstances. The employee should possess a large degree of flexibility.

CAREER STREAM

- Secretary/Management Assistant
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CONTACT

Potential applicants can send their application and CV to LUA@minbuza.nl

Additional information may be obtained by contacting the Counsellor or the Operational Manager through the following contact details:

LUA@minbuza.nl and LUA-HR-LM@minbuza.nl

The deadline for applications is Friday 16th of September 2022 at 12.00 hrs.