



The African School of Governance (ASG) is a leading public policy and leadership education institution dedicated to empowering a new generation of purpose-driven African leaders. With a foundation rooted in African perspectives and global standards, ASG is committed to cultivating leaders who can address the complex challenges of the 21st century, both on the continent and worldwide.

At the African School of Governance, we are shaping a new era of leadership in Africa through a world-class public policy education, innovative research, and dynamic policy engagement focused on Africa's unique experiences. We aim to address the continent's pressing governance challenges by equipping emerging leaders with the mindsets, skills, and knowledge required for effective leadership.

ASG's vision is to nurture a prosperous and peaceful Africa where purpose-driven leaders have the mindsets, knowledge, and skills to drive sustainable development for all. The mission is to nurture leaders to drive Africa's sustainable development by providing innovative public policy education, cutting-edge research, and a platform for policy engagement that fosters transformative governance tailored to the continent's unique values and opportunities.

ASG seeks to address this gap in African public policy education and research while joining a network of other world-class institutions across the region and globe.

## JOB DESCRIPTION

### JOB DETAILS

**JOB TITLE:** General Administration Officer

**REPORTS TO:** Manager HR and Administration

**JOB REF:** ASG/HR037

**DEPARTMENT:** Finance and Operations

### Job / Role Purpose:

To provide practical and confidential comprehensive administrative support to the school to ensure its smooth and efficient running through day-to-day organization and administration of the school office and its procedures. The role holder is responsible for managing budgets, handling logistics, and acting as a point of reference for everyone in the school.

### Key duties and responsibilities

- Provide confidential, efficient, and effective administrative support to the senior leadership team and school staff to ensure efficient service delivery in the school offices for all stakeholders.
- Coordinate and distribute work to the reception/admin staff as necessary to ensure the provision of adequate reception and switchboard service.
- Perform general office duties, including inputting data, preparing letters, and mailing information using database/mail merge, word process, proofreading and formatting letters, reports, and other documents for internal and external circulation.

- Coordinate and supervise and coordinate with the service providers, ensuring efficient workflow
- Maintain and update company databases and insurances, ensure he/she liaises with relevant experts to update and maintain office licenses and insurance for the assets.
- Liaise with the Manager Campus Affairs to ensure the school office is a welcoming and well-run environment for staff, students, and visitors.
- In liaison with security personnel, monitor entry systems for the main gate and reception area and oversee authorized access and safety of the school premises.
- Liaise with the Real Estate personnel to maintain school infrastructure and promote a conducive working and study environment for the school stakeholders.
- Maintain an effective and efficient filing system and ensure custody of confidential records in accordance with the document management policy. Handle and maintain the school archive section and provide safe custody and retrieval of school records.
- Manage the fixed assets and keep updated records of asset movements.
- Supervise the functioning of office facilities and report incidents or issues that need attention for maintenance.
- Co-ordinate travel arrangements for local and international travels for the Administration and ASG Team including air ticket, and accommodation booking.
- Manage office supplies and coordinate servicing of office equipment, and office imprest allocated as guide by the policies.
- Coordinate the drivers where allocated.
- Stay aware of and comply with policies and procedures relating to health & safety, security, and confidentiality, reporting all concerns to the appropriate persons.
- Facilitate and participate in induction training, staff review processes, and professional development opportunities
- Promote the highest achievements ASG ethos expected from all School community members.
- Provide logistical support and facilitate events or meetings organized by the school in liaison with relevant stakeholders.
- Support the HR and administration manager in resolving conflicts and other issues related to school administration.
- Monitor and follow up on compliance with regulations of related authorities to hedge against penalties.
- Identify and suggest mitigation measures to the risks related to the administration and operation of the school.
- Implement actions that improve the school and the quality of education (e.g., building upgrades, servicing, renovations, new guidelines for staff and students, etc).
- Participate in and carry out any administrative and organizational tasks within the role's remit, providing data returns, as requested by the supervisor.

#### **Expected Outputs/ Deliverables**

- Efficient and effective administrative support
- Safe custody of school records
- Conducive working and study environment
- Authorised access and safety of the school premises

- Logistical support
- Compliance with policies and procedures
- A well-organised office and conducive office environment
- Quality documentation (minutes, outgoing memos, and correspondences)
- Reliable and timely information provided to internal and external customers
- Well managed and accurate filing system
- Timely disposal of records in accordance with document management policy.
- Timely submission of office imprest accountability to the accounts department

## PERSON SPECIFICATION

### Educational Requirements

- Minimum of a bachelor's degree in Education, Administration, Management, or a similar field from a reputable university.
- A post-graduate degree is a plus.
- Relevant training in office management is an added advantage.
- Being Bilingual (English and French) is an added advantage.

### Related Job Experience

- Minimum of 5 years' school administration experience or experience working in a corporate client-facing environment.
- Experience as an Administrator or Senior Administrative.
- Experience in human resource management will be an added advantage.
- Proven experience managing workloads, including complex, confidential, and sensitive issues on initiatives with tight deadlines.
- Experience working with people from different generations.
- Previous experience as an educator is a plus.

### Required Technical Knowledge/Skills

- Knowledge of administrative processes of schools
- Knowledge of school administration systems and databases.
- Ability to maintain accurate, legible, and up-to-date records.

### Required Behavioural Skills

- Outstanding organizational ability
- Problem-solving and conflict-resolution skills
- Ability to prioritize and multi-task
- Ability to use computers (e.g., MS Office) and education management systems
- Excellent communication skills
- Integrity and self-drive
- Interpersonal and stakeholder engagement
- Attention to detail

- Innovativeness
- Transparency and accountability
- Capable of maintaining confidentiality and exercising discretion

**Contact/application information:**

If you are interested in exploring this opportunity further and your qualifications and experience match the requirements for any of the roles, please complete and submit your application via the following link: [asg job application form](#). All applications must be submitted via the online application form at this link.