

Position title	Administration Manager
Business unit	Regional – MENA
Manager	Head of MENA
Direct reports	N/A
Location	United Arab Emirates (UAE)
Role type	1.0 FTE
Significant relationships	<p>Liaise and engage with Staff to ensure</p> <ul style="list-style-type: none"> <li>▪ MENA team is adequately supported.</li> <li>▪ Travel arrangements align with company policy and practice.</li> </ul>

## Position purpose

Under the direction of the Head of MENA, the Administration Manager provides administrative support for the MENA region, including Member services, secretarial duties and general administration.

## Key responsibilities

- Produce documentation as required, including formatting and arranging translations
- General administration including but not limited to coordinating catering, meeting rooms, mail/courier services, and attending to telephone queries
- Ensure relevant systems, such as the CRM, are accurate and updated in a timely manner
- Manage travel and logistic within the region, including
  - Book travel as required in accordance with the Travel Policy
  - Monitor travel bookings for abnormalities
  - Review costs and routing options
  - Ensure compliance with the Travel Policy
- Support MENA operations and assist in the arrangement of Member and other required business meetings. Such as;
  - Prepare and distribute meeting agendas and papers
  - Attend business meeting and record minutes
  - Coordinate workshops
  - Contract management with relevant third parties
- Keep colleagues overseas informed of advocacy and communications initiatives as appropriate
- Other relevant duties as directed

## Skills and experience

### Essential

- Demonstrated experience providing administrative support
- Exceptional documentation and general administrative skills
- Experience working in a multi-faceted office management role
- Ability to quickly learn new systems and applications
- Excellent written and verbal English communication

### Desired

- Able to communicate in Arabic, both written and verbal, is highly regarded.

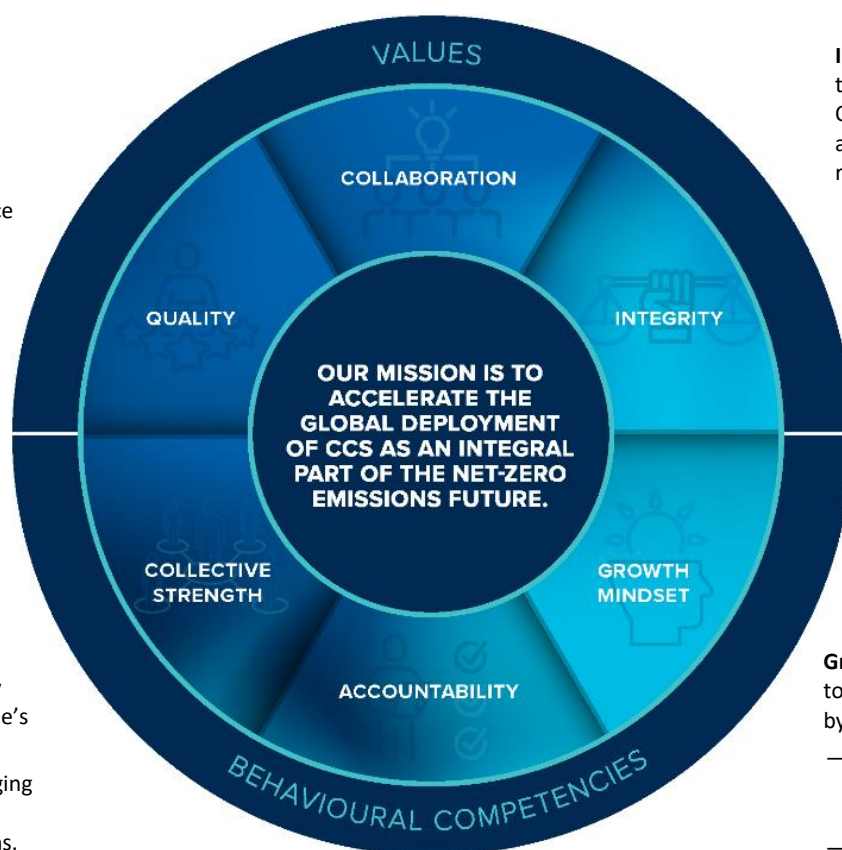
## Values

Our Values underpin the way we do things at the Institute and guide us internally in our day-to-day work. The following Behavioural Competencies align with Our Values with the aim to amplify each aspect and are essential to ensure the achievement of Our Mission.

**Collaboration** - We work cooperatively and our teamwork goes beyond organisational and geographic boundaries to achieve exceptional results.

**Quality** - We strive for excellence in all that we do. We are a trusted, knowledgeable and responsive organisation known for exceptional advice and service delivery.

**Integrity** - We hold ourselves to the highest standards in all we do. Our actions and communications are responsive, ethical and respectful of diversity.



**Growth Mindset** - You seek ways to continuously learn and improve by

- Fostering an environment open to diverse ways of thinking and operating.
- Seeking, providing, and responding to feedback in a productive and respectful manner.
- Recognising the limits of your own experience and skills and taking proactive steps to grow them.
- Embracing failures, challenges, and setbacks as opportunities for growth and learning.
- Engaging in honest self-reflection and actively applying lessons learnt.

**Accountability** - You hold yourself and others accountable by

- Taking personal responsibility for deliverables.
- Keeping a focus on delivering outputs that are accurate, timely, and of a high standard.
- Acknowledging ownership and accountability to promote solutions.
- Identifying areas for improvement across the Institute and appropriately providing feedback to those responsible.

**Collective Strength** - You actively develop and leverage the Institute's collective strength by

- Honouring and acknowledging your colleagues' skills, strengths, and contributions.
- Building meaningful relationships on a foundation of trust, mutual respect, appreciation and empathy with colleagues, Members, clients, and partners.
- Facilitating people and ideas coming together beyond hierarchical and organisational boundaries through effective communication, knowledge sharing, and proactively seeking input.
- Exhibiting dedication to our purpose, your role, and what we can achieve together.