INTERNATIONAL MONETARY FUND
Resident Representative Office in Lebanon

TERMS OF REFERENCE
Office Manager

Organizational Setting

The Office Manager position is in the International Monetary Fund (IMF) Lebanon Resident Representative Office. The Office Manager (OM) has responsibility for the overall organization, management, and delivery of office support services. The position takes responsibility with respect to every aspect of an assignment by acting independently and professionally, and creating and promoting collaboration, high quality work, and development of team members. The OM thinks strategically and actively contribute to and support the delivery of the Resident Representative Office’s agenda. The Office Manager reports to the Resident Representative.

Duties and Responsibilities
Within limits of delegated authority, the Office Manager (OM) is responsible for the following duties and responsibilities:

- Provides comprehensive administrative and/or executive support to the Resident Representative.
- Provides leadership, and guides staff within the office on administrative and ad hoc issues.
- Ensures smooth operation of office support work and related systems. Manages and leads office support staff.
- Supervises/manages preparation and coordination of all logistical arrangements with respect to domestic/international travel, conferences, workshops, document review meetings, etc. This includes interpretation of rules and regulations with respect to all forms of travel and logistical support for incoming missions, e.g., mission schedules, travel arrangements, drivers, etc.
- Coordinates office technology and its application and identifies and assists in the resolution of a wide range of technology-related problems (hardware, software, and communication) in close coordination with Headquarters. Facilitates the exchange of IT information within the Resident Representative office.
- Manages routine review and gathering of information from newspapers, press releases, newsletters, clipping services, and media sources pertaining to the IMF and its work or policies.
- Establishes and maintains an effective database of contacts with government officials, donors, civil society, academia, business, headquarters, and other resident missions. Works with COM staff in the development/maintenance of COM Country web site.
- Serves as the first point of contact with officials at various levels, both internally and externally in the country of operation.
• Coordinates and manages complex meeting agendas, solves scheduling issues, responds to requests from high level government officials.
• Plays a leadership role in planning and monitoring the office work program, budget, administrative processes, and staff. Processes and follows up on all budget related issues, e.g., consultant contracts, travel arrangements, payment requests, etc.
• Manages human resource (HR) actions, e.g., recruitment and training, and participates and contributes to the preparation of staffing plans and employee’s performance process as appropriate.
• Acts as a conduit between management and other staff.

Work implies frequent interaction with the following:
• Staff at all levels throughout the Resident Representative Office.
• Visiting IMF missions.
• Officials (internal/external), donors, civil society, academia, business, and other resident missions.

Results Expected:
• Support of program objectives through taking responsibility for the management of the resident mission’s workflow, workload, and support systems.

Competencies:

Institutional Knowledge & Functional Expertise – (a) demonstrated superior knowledge in the interpretation of relevant policies, procedures, practices, and headquarters-based information technology systems (b) obtains and supports ideas and methods to improve efficiency of resident mission and implements same, and (c) pursues/acquires specialized abilities/skills to meet critical need within the resident mission.

Task Management – (a) leads by example in a way that demonstrates ownership and accountability, (b) leads to ensure successful results-oriented delivery, and (c) analyzes, synthesizes, and clearly presents information from large complex internal/external databases.

Client Focus – (a) displays an in-depth knowledge and understanding of the institution’s priorities, programs, and products, (b) establishes strong working relationships and engages in substantive matters with internal/external clients, and (c) works collaboratively with management team.

Communication – (a) creates an environment where respect, tact, and consideration for all cultures are used in all communication, (b) encourages dialogue with others/encourages staff to share knowledge, (c) demonstrates a strong command of all forms of communication and delivers same in a consistent high-quality manner, and (d) handles sensitive and confidential matters with integrity.

Personal Leadership - (a) motivates, mentors, and develops others, (b) provides advice and shares knowledge, (c) leads by example, (d) seeks and receives feedback about own skills and ways to improve, and (e) seeks ways to improve/pursues personal development and training opportunity.
Teamwork – (a) develops team members, (b) anticipates and resolves a variety of situations/conflicts, eliminating obstacles to effective teamwork, (c) creates/sustains a motivating environment, and (d) provides timely and constructive feedback to staff at all levels.

Qualifications and Experience: High school (or equivalent) degree and several years of relevant experience in handling office management.

Other skills: Thorough knowledge and use of headquarters-based systems (Word, Excel, and PowerPoint), excellent writing, mathematical and computer skills, with the ability to pass a test of office skills given in English.

Fluency in Arabic and English (French proficiency desirable).

Deadline for applying is June 30, 2022
Please send resume and cover letter to RR-LBN@imf.org
(Please state in the subject of the email: Job Application to Office Manager)