Job Description

Title:	Africa Region Administrator
Responsible to:	Africa Regional Manager
Location:	Remote Working
Key Working Relationships:	Head of Membership and Regional Support, Africa Regional Committee, MaRS Operations Team, Capacity Building Manager and Administrator, Africa Regional Volunteers, Member Organisations, and Capacity Building Volunteers

Job Purpose:

The role supports WAGGGS Global Strategy Outcome 2, "Member Organisations are supported to be thriving, inclusive and deliver a high-quality Girl Guiding and Girl Scouting experience", by providing efficient administration, systems and processes for the Africa Regional Team, comprising the Regional Committee, staff and volunteers. It contributes to Member Organisation development by assisting in the coordination of services for Member Organisations across the region.

Key Responsibilities:

1. Coordination and support to regional volunteers and working groups

    - Provide practical and logistical support to the Africa Regional Committee
    - Support the Regional Committee Volunteer lead by coordinating volunteer recruitment, orientation and task alignment processes, and providing ongoing administrative support in line with WAGGGS' volunteer management policies and procedures.
    - Coordinate the regional Languages and Technical volunteer teams, including arrangements for their induction and training provision
    - Provide practical and logistical support to regional volunteers and working groups

2. Provide administrative support to the Africa Regional Team, including:

    - Responding to emails as required
    - Undertake Regional Committee meetings minutes
    - Support the preparation of budgets by compiling and organising the information required.
    - Support the coordination of online sessions and meetings; manage calendars and set up meetings.
    - Keep Member Organisation's information up to date on Notion or a similar platform.

- Support the development of engaging regional newsletters and communications by compiling updates showcasing key achievements, success stories and best practices across the region
- Provide English–French and French–English translation support for regional communications and administrative materials when needed.

3. Support Member Organisation development plans and related regional capacity-building activities

- Provide practical and logistical support for the development and implementation of Member Organisations development plans, including coordinating meetings, and supporting follow-up on agreed actions with the Regional Manager and the Member Organisations Development Portfolio Lead.
- Coordinate the logistical support for online and in person meetings and events, including Capacity Building webinars and in person events

4. Reporting, Monitoring, and Accountability

- Support the Regional Manager and the Member Organisations Development Portfolio Lead by tracking and documenting progress against Member Organisations' development plans, including membership targets and key milestones.
- Ensure up-to-date regional records and that all Member Organisations' data and information are recorded and kept up to date on the CRM systems.
- Support the drafting and preparation of reports, briefing papers, and presentations for internal and external audiences
- Support tracking Key Performance Indicators by capturing data such as recording participation at webinars and events.

5. Other:

- Be responsible for and able to evidence own personal development agreed with your manager; by undertaking relevant training, attending meetings, conferences and events.
- Participate in team meetings

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements.

The job description will be reviewed regularly and may be subject to change.

Person Specification

Area:	Essential:	Desirable:
Qualifications:	• A qualification in administration, business support or a related field, or equivalent practical experience in an administrative or coordination role.	• Professional qualification in communications, international relations, membership development, or capacity building,
Experience:	• Experience working in an international setting with project delivery across countries in Africa Region. • Experience of working with staff and/or volunteers across cross-functional teams or in a volunteering role. • Experience of managing high level relationship	• Experience working with or within Girl Guiding/Girl Scouting organisations
Skills and Knowledge:	• A working understanding of how membership or volunteer-led organisations operate, and the ability to apply this when providing administrative support. • Excellent written and verbal communication skills with ability to work cross culturally and cross-functionally • Confident use of Microsoft Office to prepare documents and presentations, manage emails and calendars, and maintain spreadsheets for records and reporting. • A working understanding of budgeting • Strong skills in online tools (such as Canvas, Notion, etc) or willingness to self-train and quickly master new systems and platforms • Ability to organise several administrative tasks, prioritise day-to-day work and meet agreed deadlines, seeking guidance from the Regional Manager when priorities conflict. • Strong translation skills into and from English and French	• Advanced proficiency in Microsoft Excel, including pivot tables, formulas, data validation and data analysis.

Person Specification

Area:	Essential:	Desirable:
Personal Qualities:	• Ability and resilience to operate in an organisation with a complex governance structure and set of relationships, and to manage a challenging workload • Pro-active team player and a self-starter • Culturally sensitive and adaptable, with a positive attitude toward navigating complex political or organisational dynamics. • Excellent attention to detail • Creative approach to work • Able to work in a fast-changing environment • Able to deliver against tight deadlines	
Other Requirements:	• Fluent in spoken and written English and French • Willingness and ability to work outside regular office hours when required for regional meetings and events, and to undertake some international travel.	
Working for WAGGGS:	• Able to demonstrate a commitment to and be a role model for WAGGGS' organisational values of: Member Driven; Brave; Inclusive; Empowering; Transparent; Professional. • A passion and commitment for issues affecting girls and young women on a global level, and demonstrable ability to engage with girls and young women, either through a professional or personal background.	