**ADMINISTRATIVE OFFICER**

**Location** Krakow, Poland

**Position Status** Full Time

**Salary Level**

**Current Team Member** New Role

#### **About Mercy Corps**

Mercy Corps is powered by the belief that a better world is possible. To do this, we know our teams do their best work when they are diverse and every team member feels that they belong. We welcome diverse backgrounds, perspectives, and skills so that we can be stronger and have long term impact.

#### **The Program / Department / Team** (Program / Department Summary)

The conflict in Ukraine has resulted in over a mass displacement across Ukraine and neighboring countries. The circumstances and populations are constantly evolving with the conflict. Mercy Corps has reopened its registration and presence in Ukraine as well as offices/activities to support people in neighboring Poland and Romania. This includes partnerships, cash, information as protection and other, emergency response activities in a very fluid environment.

Operations Department provides key support to the entire country program in procurement, asset management, warehouse management, fleet management and facilities & office management for successful program implementation.

#### **The Position**

The Administrative Officer oversees the Krakow office and guesthouse (s), as well as travel and logistical support as needed. They ensure compliance with Field relevant policies and procedures, with substantive support from the Operations Coordinator and Operations Director.

#### **Essential Responsibilities**

* Manage and renew office and house/apartment rental agreements for all properties in Poland.
* Establish and maintain appropriate filing systems for office correspondence. Receive and dispatch mail.
* Organize all in-country travel arrangements, including bookings, accommodations, onward and return travel to and from Ukraine, visas, and ticketing for Mercy Corps staff and guests, and other logistics responsibilities as required.
* Keep and maintain accurate general inventory management records, including inventory tracking.
* Ensure that the office is run in a professional and responsible manner, including hosting guests, cleaning, receptionist duties and general contact and liaison with outside agencies.
* Provide verbal and written translation support documents, contracts, meeting, statements, records, etc., as requested.
* Purchase of office supplies.
* Conduct themself both professionally and personally in such a manner as to bring credit to Mercy Corps and to not jeopardize its humanitarian mission.

#### **Supervisory Responsibility**

Cleaners, as required

#### **Accountability**

**Reports Directly To:** Operations Coordinator [Team Lead or Head of Office in OC’s absence]

#### **Accountability to Participants and Stakeholders**

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects.

#### **Minimum Qualification & Transferable Skills**

* 3-5 years’ experience with office administration or facilities management.
* Excellent computer skills are required.
* Must be an independent thinker and have strong organizational skills.
* Demonstrated experience scheduling.
* Excellent oral and written Polish and English skills required. Ukrainian language skills are considered an asset.

#### **Success Factors**

The successful Administrative Officer will be good at coordinating admin tasks to deliver successful programs while demonstrating excellent stewardship of donor funds and compliance with Mercy Corps and donor regulations. They will maintain strong cooperative relationships with other departments and interact effectively with international and national personnel both in a managerial and training capacity while demonstrating the ability to multi-task, meet deadlines and process information in support of changing program activities. The most successful Mercy Corps staff members have a solid commitment to teamwork and accountability, thrive in evolving and changing environments and make effective written and verbal communication a priority in all situations.

#### **Living Conditions / Environmental Conditions**

The position is based in (Krakow, Poland), and it may require up to 25% travel to support country programs.

#### **Ongoing Learning**

In support of our belief that learning organizations are more effective, efficient and relevant to the communities we serve, we empower all team members to dedicate 5% of their time to learning activities that further their personal and/or professional growth and development

#### **Diversity, Equity & Inclusion**

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world’s most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives.

We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

#### **Equal Employment Opportunity**

Mercy Corps is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have sustained global impact.

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

#### **Safeguarding & Ethics**

Mercy Corps is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC **and have signed on to the** [**Interagency Misconduct Disclosure Scheme**](https://www.schr.info/the-misconduct-disclosure-scheme)**.** We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to [Mercy Corps Code of Conduct Policies](https://www.mercycorps.org/who-we-are/ethics-policies) and values at all times. Team members are required to complete mandatory Code of Conduct elearning courses upon hire and on an annual basis.

#### **Signatures**

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Employee Date

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Supervisor Date