



JOB AND TASK DESCRIPTION

Job Title: Head of Office, Office of Deputy Secretary-General Economic & Social Development

Division: Secretary-General's Office

Grade: F

Reports To: Deputy Secretary-General Economic & Social Development

General Information

The Secretary-General's Office (SGO) division comprises the Office of the Secretary-General and the Offices of the three Deputy Secretaries-General, each of which is led by a Head and supported by an Executive Assistant.

The Deputy Secretary-General (DSG) interacts regularly and widely with a large number of constituencies at senior levels. These include governments, other inter-governmental organisations, civil society groups and the media. The Deputy Secretary-General is responsible for line management, oversight and high-level leadership of a selected number of divisions, providing overarching leadership, direction and managerial oversight.

The Deputy Secretary-General is also part of the Senior Management Group, which is a forum for senior level consideration of policy, and the Management Committee which comprises the Secretary-General and Deputy Secretaries-General and takes collective decisions in support of the Secretary-General.

In addition to the support received from line divisions, the Deputy Secretary-General relies on the availability of professional policy advice and assistance from his/her own executive office in carrying out the responsibilities and associated duties of his/her role.

Job Summary

The Head of the Office assists the Deputy Secretary-General in the discharge of his/her responsibilities by providing policy advice, co-ordinating policy advice inputs from divisions and overseeing the management of his/her office including its long term planning, day-to-day operations, and adherence to corporate standards and compliance obligations as part of the wider SGO division.

In particular, the role of the Head of Office is to:

- Maintain effective and efficient office procedures to support the smooth operations of the Office.
- Provide competitive policy advice and offer innovative thinking and fresh insights for consideration by the Deputy Secretary-General.
- Provide an efficient and confidential support and administrative service.

- Liaise closely and regularly with colleagues in the line divisions under the DSG.
- Liaise closely and regularly with colleagues in the other Offices of the Deputy Secretaries-General and the Office of the Secretary-General to contribute towards overall coherence and coordination of work and direction of effort in the SGO division.

The role requires sensitivity and tact owing to the number of personnel and management issues that can arise entailing the intervention of the Deputy Secretary-General, where advice and other support of the Head of Office can be required.

Task Description

Manage the Office of the Deputy Secretary-General (ODSG) by providing:

1. Policy co-ordination and advisory support

- Co-ordinate and make substantive inputs to the policy advice provided by divisions related to specific initiatives for the consideration of the DSG ensuring that inputs meet the Secretariat's required standards and formats;
- Undertake research and provide information to ensure that the DSG is fully informed of developments in his/her area of responsibility and is properly briefed including on cross-divisional perspectives;
- Review recommendations and other submissions made to the DSG, to ensure their high quality as well as their political, financial and operational implications, and provide input and advice to the DSG
- Ensure that the DSG's outputs and decisions are clearly and fully disseminated;
- Undertake research and provide advice on the functioning and efficiency of operations within the DSG's areas of responsibility;
- Provide advice and other support as required on sensitive human resource issues brought to the attention of the DSG;
- Initiate and deliver time-bound, results-oriented discreet projects as directed; and
- Ensure the requirements of the strategic planning and budgeting exercises and performance appraisal processes for the DSG's office are met.

2. Representation and Administration

- Oversee the inputs of the DSG to the planning, budgeting and reporting requirements of accountable divisions to ensure these are undertaken in a timely and effective manner;
- Co-ordinate the performance appraisal process for staff reporting to the DSG;

- Contribute to interdivisional committees and groups addressing issues that relate to areas of the DSG's responsibilities;
- Represent the DSG as required, including in meetings with external partners;
- Ensure that DSG is fully prepared for meetings; work to ensure that meetings take place smoothly with clear outcomes; and undertake any follow-up as required;
- Maintain close contact and effective liaison with other parts of the Secretary-General's Office division as well as with other divisions, and encourage and monitor collaboration between and amongst divisions under the DSG's management;
- Maintain contact with officials representing Commonwealth governments including in High Commissions as well as with various other external stakeholders including other Commonwealth bodies, as well as relevant international and regional organisations;
- Prepare correspondence, reports and memoranda and assist in the preparation and outcome of meetings;
- Prepare or provide editorial input to communications of the DSG, whether to external or internal audiences;
- Provide general guidance and advice to the Executive Assistant to the DSG as required;
- Manage the Office's budget, including delivery of expenditure on time and within defined parameters and with a constant focus on options for achieving economies and savings;
- Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy; and
- Perform any other duties that may be required from time to time.

Person Specification

Education

A degree in field relevant to the portfolio of the Deputy Secretary-General.

Experience

- Seven years' experience in providing advice to senior management in a Government department or international organisation.
- Demonstrable policy formulation and administrative experience
- Desirable: Experience of working in a multilateral organisation

Skills

- Highly developed analytical skills and ability to provide clear and objective advice and recommendations
- A strong track record of achieving results in a high pressure environment
- Ability to grasp a range of complex issues, to prioritise, plan and exercise initiative
- Problem solving ability and well developed organisational skills as well as attention to detail
- Ability to plan and manage complex workflows
- Financial, Human Resources and Office Management Skills
- Good interpersonal skills and sound judgement as well as discretion in dealing with sensitive matters
- Excellent written and verbal communication skills
- Good IT skills
- In addition, staff appointed to the Secretariat are expected to meet the core requirement of working effectively and sensitively in a multicultural environment.

Competencies

Working with Others
<p>Manages conflict and works towards mutual solutions</p> <p>Identifies organisations with which to partner for specific solutions</p> <p>Encourages others and provides them with the autonomy to pursue relationships</p> <p>Uses personal influence to establish compromise and agreement when faced with conflict</p> <p>Demonstrates balance between directness and diplomacy in negotiations</p> <p>Uses influence to persuade partners and third parties toward Commonwealth Secretariat aims</p> <p>Encourages and supports others in demonstrating cultural awareness when working with others</p> <p>Proactively liaises with other divisions, partners and third parties</p> <p>Develops a wide network, including senior level contacts to facilitate activities and further own knowledge</p> <p>Provides advice and guidance for others sensitively and where appropriate</p>
Developing and Applying Professional Expertise
<p>Summarises/presents technical information in a manner that others can understand</p> <p>Operates without any technical or professional supervision</p>

Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Encourages others to evaluate systems, processes & behaviour to ensure respect for diversity is demonstrated

Adapting and Innovating

Identifies opportunities to improve divisional operations and effectively gains buy-in

Evaluates impact of improvement initiatives

Remains receptive to and encourages innovative ideas from more junior colleagues

Initiates change that will enable programme/team to fulfil objectives in light of changing circumstances

Accountability

Takes ownership of assigned tasks, honours deadlines.

Ensures timely delivery of outputs within defined cost and quality standard parameters.

Takes responsibility for own shortcomings and compliances.

Supports subordinates, provides oversight and takes responsibility for all delegated assignments.

Communication

Communicates and explains complex issues to a wide range of audiences, selecting the most effective medium

Sets parameters for others to ensure consistency of approach and style of communications

Respect for Diversity

Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Encourages others to evaluate systems, processes & behaviour to ensure respect for diversity is demonstrated