



**TERMS OF REFERENCE (TOR)**

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Location	Tongatapu
Expected Duration	September 2023 to August 2025
Application Deadline	Monday, 25 <sup>th</sup> September 2023
Position	<b><i>Administrative/Human Resource Officer</i></b>

**1. Overview of Role**

The Administrative/Human Resource Officer will provide administrative support to the Ma’a Fafine mo e Famili Inc. (MFF), in Nuku’alofa, Tonga. This person will be a member of the MFF Operations Unit, which provides administrative and logistical support to the organisation.

**2. Background**

The Ma’a Fafine mo e Famili (MFF) is a Non-Government Organisation (NGO) which was formally established on the 15<sup>th</sup> April 2008. We are firstly a women’s rights organisation and we have evolved to include, children, the elderly and those living with disabilities in our portfolio. We basically conduct counselling for victims of violence especially women, children, the elderly and we also refer them to the services that they need such as to the hospital, the police and legal services. We also run outreach training on legal literacy and transformational leadership to women and nowadays men, on their rights within the Constitution and the laws of Tonga. If there is a right that needs to be recognized, we research into it and lobby for it. Our *National Study on Domestic Violence Against Women 2012* was used as baseline for the formation of the *Family Protection Act 2013*. Our study on the *Experiences and Needs of Children Including those living with Disabilities, 2018* is now baseline for the drafting of the *Children’s Protection Policy, 2023*. Another important element of our work is caring for the elderly, 60 years and over on Tongatapu, Ha’apai and ‘Eua, Niuatoputapu and Niua Fo’ou. We have been doing this for the government since 2012.

Through the Tonga Australian Support Platform (TASP), MFF has been awarded grants that will enable them to deliver quality services to their target audiences whom are elderly clientele and young women leaders.

**3. Purpose of the Role**

- Assisting the team at MFF in the implementation of human resources, administrative and office functions;
- Carrying out activities pertaining to day-to-day running of the administrative operations of MFF;
- Providing support in the implementation of programs and projects implemented by the team at MFF;

## TERMS OF REFERENCE ADMINISTRATIVE/HUMAN RESOURCE OFFICER



- Carrying out any other day-to-day assignments as tasked by the Director

### *4. Roles and Responsibilities*

Manage and carry out MFFs' activities pertaining to administration and human resources management; and ensure a high level of professionalism.

#### *4.1 Human Resources Management Tasks:*

- Assist in implementing strategic human resource policies that enables MFF to effectively fulfil its mandate by recruiting the right type of staff, and deploying and developing them effectively;
- Manage the staff recruitment processes of MFF;
- Administer the letters of appointments (new letter of appointment or extension) and other personnel documents in relation to staff appointment;
- Organise and carry out induction courses to new staff as well as the refresher course for all staff;
- Update and maintain the record of staff members' in soft copies in external hard drives;
- Ensure to maintain and update the accurate job descriptions within the organisation;
- Maintain health insurance, safeguarding and wellbeing matters related to staff;
- Maintain the leave record management system and verify annual leave records;
- Assist in coordinating training activities for staff in line with human resource development strategy;
- Organise probationary and annual performance evaluation exercises for MFF staff;
- Prepare exit separation documents for staff members leaving MFF.

#### *4.2 Administrative tasks:*

- Manage the MFF Asset Management Register and Support Management of the premises and infrastructure, including office equipment and IT Services;
- Assist in maintaining accurate and up-to-date electronic and manual filing systems;
- Provide secretarial services including handling correspondence, filing and managing team calendar;
- Arranging appointments/organising and services meetings;
- Managing databases related to relevant contacts, consultants, partners, etc.;
- Administer procurement of goods and services required for the office;
- Manage the administrative requirements for the repair and maintenance of office equipment;
- Assist in facilitating necessary permits/licences/tax from government agencies;
- Ensure adherence to the MFF Office administrative rules and procedures;
- Communicate with all Project Teams to adhere to all necessary aspects of external affairs
- Develop, update in a timely manner and implement general administrative procedures of MFF;
- Perform other related duties as required as assigned by the Director of MFF.



## 5. Essential Criteria

### 5.1 Education

Preferably a Bachelor's Degree in one or more of the following disciplines: Business Administration, Management, Human Resources Management, or relevant studies.

### 5.2 Experience

- At least 2 (two) years of proven experience in the area of office administrative processes, procurement and human resources management;
- Experience working in the operation department of an NGO and/or private sector, desirable.

## 6. Required Competencies

- Proficient knowledge in Administration and Human resources management;
- Contract management skills;
- Proficiency in Microsoft Office Suite- Excel, PowerPoint, and Word
- Managerial Competency;
- Good command of oral and written Tongan and English;
- Good communication skills and relationship management skills.
- Prior experience working in a fast-paced environment and to strict deadlines, managing a complex and diverse workload, maintaining high levels of attention to detail whilst producing high quality outputs.
- Enthusiasm and ability to work as part of a team, while being able to work independently.
- Demonstrated ability to work collaboratively and effectively at a range of administrative levels in a cross-cultural setting.
- Personal credibility: Has high regards for self-discipline, good attendance record, respect punctuality and sets example to others, shows consistency in words and actions, has high integrity and is conscientious. Confidentiality is critical.

## 7. How to apply

Interested candidates should submit their CV along with their application letter, 2 referees, police record, medical record and a copy of a valid driver's license. These can be sent via e-mail to [mfftonga@gmail.com](mailto:mfftonga@gmail.com) no later than 25<sup>th</sup> September 2023.

Only those who will be shortlisted, will be contacted.