

TERMS OF REFERENCE (TOR) – ADMINISTRATIVE ASSISTANT

Position Title: Administrative Assistant

Organizational Unit: Phoenix Design Aid

Location: Randers, Denmark

Reporting to: Chief Executive Officer (CEO) and Director of External Relations

Contract type: Individual Contractor, full time

Application deadline: 31 March 2025

Organizational Background

Phoenix Design Aid (PDAid) is an international communication agency specializing in collaborations with organizations such as the United Nations (UN), European Union, non-governmental organizations and public authorities. Our mission is to provide 360° visionary solutions to complex communication and design challenges while supporting the achievement of the Sustainable Development Goals (SDGs).

Learn more: www.pheonixdesignaid.com

Objective

The Administrative Assistant will provide critical support to the CEO and Director of External Relations and assist in operational, client and project management tasks. This role is vital to maintaining the organization's efficiency and ensuring seamless communication and administrative operations.

The TOR may be updated to align with evolving organizational needs.

Scope of Work

1. Administrative support

- Manage schedules, meetings and travel arrangements for senior leadership.
- Draft, review and organize CEO correspondence, reports and presentations.
- Maintain and update shared drives, ensuring files are structured and current.
- Ensure accurate management of contact databases and mailing lists.
- Provide office support, including purchasing office supplies and preparing materials for staff travel.
- Assist with HR tasks, such as organizing and maintaining application files for potential future recruitment needs.

2. Project management support

- Assist Project Managers with client follow-ups and tender submissions using Business Central (BC).
- Support the Geneva-based office with tender documentation and submission coordination.
- Support the Geneva-based office by preparing technical and financial proposals for tenders and manage supplier contracts and invoices.

3. Operational support

- Populate and maintain project documentation and contact information in tools like Zoho CRM (customer relationship management), Trello and BC.
- Perform data entry and ensure accurate record-keeping across projects.

4. Communication and outreach

- Organize and update mailing databases for external communications.
- Draft emails for the CEO and support for other emails such as end of the year greetings.
- Support the communication team in drafting, organizing and scheduling social media content.

- Assist with tracking clients' milestones (for example, UN events) and deadlines for external relations initiatives.

5. Additional assignments

- Provide ad hoc support across various departments and team functions as required.
-

Key deliverables

- Comprehensive and accurate contact and mailing databases.
 - Efficient coordination of leadership schedules and project documentation.
 - Timely client follow-ups and professional communication materials.
 - Accurate project trackers and well-structured proposals.
-

Competencies and skills required

Core values

- Commitment, care/responsibility, respect, integrity, trust and accountability.

Core competencies

- **Organizational skills:** Ability to manage multiple priorities effectively.
- **Communication:** Strong written and verbal communication skills.
- **Collaboration:** Works well in a multicultural, team-oriented environment.
- **Problem-solving:** Demonstrates adaptability and proactive initiative.

Technical skills

- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint)
 - Familiarity with CRM systems and mailing platforms (for example Mailchimp).
 - Familiarity with cloud-based collaboration tools (such as Teams, Trello, Zoho CRM, BC, etc.), although training will be provided.
 - Understanding of UN communication standards is an asset.
-

Qualifications

Education

- Bachelor's degree in Business Administration or a related field.

Experience

- Minimum of 2-3 years in administrative or project support roles, preferably with international organizations or communication agencies.
- Experience in managing multiple stakeholders and tasks.
- Familiarity with project management tools is an advantage.

Languages

- Fluency in English (written and spoken) is required.
 - Knowledge of additional UN official languages (for example, French, Spanish and Russian) is an asset.
-

Application process

Interested candidates are requested to submit the following:

1. CV highlighting relevant experience.
2. **Cover letter** detailing motivation and suitability for the role.
3. Contact details for **2-3 professional references**.

Applications should be sent to cv@phoenixdesignaid.com by **Monday, 31 March 2025**. Please write "Administrative Assistant" in the subject line of the email.

We will be interviewing candidates between 23 – 30 April 2025.

If you have any questions about the ToR or application process, please feel free to contact Azra Mujačić, Communication Specialist, at am@phoenixdesignaid.com or +45 54 55 68 14