



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

**UNHCR Regional Representation**

Regional Office for Australia, New Zealand,  
Papua New Guinea & the South Pacific

3 Lyons Place  
Lyons ACT 2606  
Australia

Tel.: +61 2 6260 3411  
Fax: +61 2 6260 3477  
Email: [aulca@unhcr.org](mailto:aulca@unhcr.org)

9 August 2008

**Job Description for Secretary to the Regional Representative**

1. Receive, screen, log and route correspondence and maintain follow-up system.
2. Arrange appointments with high-ranking officials and maintain Regional Representative's calendar, receive high-ranking visitors, place and screen telephone calls and answer queries with discretion.
3. Liaise with Protocol Department in connection with Arrival/Departure of international staff, ensuring prompt and efficient processing of relevant documentation.
4. Arrange travel, security clearance and hotel reservations for Regional Representative.
5. Brief all staff members on general administration matters. Provide advice and ensure administrative support as required.
6. Provide guidance to all staff members on personnel related issues, rules and procedures, provide advice on rights, entitlements and responsibilities.
7. Maintain all personnel files for all staff members and ensure extension of contracts/indefinite appointments, initiate performance evaluation reports/appraisals when due.
8. Coordinate recruitment of general service staff member(s) for the office, including interviews. Prepare documentation for the interview panel for final recruitment of local general staff member(s). Undertake personnel administration duties with regard to preparation/completion of all relevant forms pertaining to all staff members, and forward to Headquarters.
9. Organise, supervise the functioning of and act as Secretary to the local Appointments, Promotions and Postings Committee (APPC), ensuring adherence to the policies and procedures specified in the relevant regulations.
10. Process claims and maintain records of Medical Insurance Plan (MIP) for local staff members.
11. Maintain and monitor Leave Records.
12. As training co-ordinator participate in the review of training needs of staff making appropriate proposals to meet identified needs, arrange relevant training courses for staff, including office retreats, and keep records of expenditure, report to Headquarters.
13. Draft non-substantive correspondence and ensure follow-up.
14. Type correspondence, compile documents and reports (including Monthly Letter to the Director of the Bureau for Asia and the Pacific), etc., some of which are confidential.
15. Keep updated lists of names, addresses and telephone numbers of ministers, government officials and members of the diplomatic corps.
16. Liaise with Diplomatic Missions in connection with requests for visas for staff members and consultants.
17. Perform as back up in the absence of Finance/Programme Assistance.
18. Perform other duties as required.



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**SECRETARY TO THE REGIONAL REPRESENTATIVE  
SELECTION CRITERIA**

- Excellent telephone manners.
- Demonstrated ability to communicate effectively at all levels, both orally and in writing.
- Well developed administrative, organisational and work planning skills.
- Flexibility, adaptability and ability to co-ordinate well with other team members, especially under pressure.
- Ability to work in an international environment.
- Demonstrated interest and or knowledge of UNHCR and its role as a humanitarian aid organisation.