

Terms of Reference (ToR)
Assistant Administration Officer

Organisation: Loden Foundation

Location: Thimphu, Bhutan

Reports to: Executive Director/AFD Manager

Position Type: Full-time contract (2 years renewal)

1. Position Overview

The **Assistant administration officer** at the **Loden Foundation** will oversee the daily management of administrative functions, human resource processes, and procurement activities. The officer will play a critical role in ensuring that the Loden Foundation operates efficiently while supporting its mission of fostering entrepreneurship, social innovation, and youth development in Bhutan. The position will involve developing and maintaining systems, policies, and procedures to ensure alignment with the foundation's goals with other relevant national regulation and acts.

2. Key Responsibilities

A. Administration:

- Oversee the foundation's daily administrative operations, ensuring smooth office management.
- Manage office facilities, ensuring that equipment, supplies, and resources are adequately maintained.
- Plan and coordinate meetings, events, workshops, and conferences, providing logistical support.
- Handle travel arrangements for staff, guests, and stakeholders, including ticketing, accommodations, and visas.
- Maintain organisational documentation, including contracts, agreements, and employee records, ensuring compliance with Bhutanese laws and organisational policies.
- Manage communications with external stakeholders, including government bodies, partners, and donors.
- Ensure compliance with the **Civil Society Organisations Act** of Bhutan and other local administrative regulations.
- Manage use and timely maintenance of Loden office pool vehicles; ensure licenses, insurances and other requirements are up-to date.
- Facilitate procurement of goods and services including day-to-day procurement and maintenance of office furniture, IT equipment, vehicles, telephone/communications and other equipment and supplies.
- Maintain inventory of office property including fixed assets, equipment, furniture, office supplies etc.

- Monitor the code of conduct, cleanliness and decorum of the office premises including working rooms, toilets, parking and areas surrounding office building.

B. Human Resources:

- Develop and implement HR policies, procedures, and systems to align with organisational values and legal requirements.
- Manage recruitment, including job postings, candidate screening, interviews, and onboarding.
- Administer employee records, leave management, payroll, and benefits, ensuring all information is accurate and compliant with ISR and Labor laws.
- Develop and oversee staff performance management, including conducting annual performance appraisals, managing employee relations, and addressing grievances.
- Coordinate staff development initiatives, such as training and capacity-building programs, to enhance employee skills and support professional growth.
- Ensure a healthy workplace environment, promoting well-being, diversity, and inclusion within the foundation.
- Ensure compliance with Labor and Employment Act 2007, workplace safety regulations, and organisational standards.
- Maintain all personal records (personal files) pertaining to employees' appointment, leave, training, studies, training bonds, certificates, evaluation reports etc. and update regularly.
- Manage organisation's payroll, including payment of taxes, managing staff bank loans (processed through the office) in accordance with applicable regulations and human resource policies and procedures.
- Prepare and update staff contracts.
- Facilitate recruitments of new staff (advertising, filing and short listing CVs, interviews, following up references, etc.).
- Take lead in standardising and updating organisation's filing, referencing, and record tacking system in consultation with other units.
- Facilitate safe keeping of Loden's legal and confidential documents
- Provide all necessary office administration services including securing timely permits, visa, etc. for staff, guests, consultants as per prescribed procedures and law;
- Prepare, maintain and up-date standard employment contracts and insurance of staff, vehicles, equipment, and other relevant property;
- Ensure provision of telephone, legal and other office services as required
- Provide orientations to new staff
- Review staff employment conditions

C. Procurement:

- Develop and implement procurement policies and procedures in line with Loden Foundation's operational needs and donor requirements.
- Oversee the procurement of goods and services, ensuring that procurement processes are transparent, competitive, and compliant with Loden's internal policies.

- Manage vendor relationships, negotiate contracts, and ensure timely and cost-effective delivery of supplies and services.
- Maintain accurate records of procurement activities, contracts, and inventories.
- Develop and monitor procurement budgets to ensure cost efficiency.
- Ensure proper inventory control, asset management, and timely replenishment of stock and resources.
- Ensure all procurement processes are ethical and compliant with international and local regulations.

3. Key Deliverables

- Smooth administrative operations, with effective handling of office management and event logistics.
- Transparent and efficient recruitment and HR management processes that ensure timely staffing and compliance with Bhutanese labor laws.
- Cost-effective and transparent procurement processes that meet the operational needs of the foundation.
- Up-to-date and compliant employee records, procurement contracts, and office documentation.

4. Qualifications and Experience

- Bachelor's degree in Business Administration, Human Resources, Procurement, or Diploma/XII with certification in HR/Procurement.
- At least 1 - 2 years of relevant experience in administration, human resources, or procurement, preferably in civil society or non-governmental organizations.
- Strong understanding of relevant Bhutanese laws, procurement regulations, and civil society organisational requirements.
- Proven experience in developing and implementing HR policies, managing recruitment processes, and overseeing employee relations.
- Knowledge of procurement processes, including tendering, contract negotiations, and supplier management.
- Proficiency in Microsoft Office, HR software, and financial management systems.
- Excellent communication and interpersonal skills, with the ability to work effectively with diverse teams and external stakeholders.
- Demonstrated organisational, multitasking, and problem-solving skills.

5. Competencies

- **Leadership:** Ability to lead cross-functional teams and foster a positive work environment.
- **Communication:** Strong written and verbal communication skills to effectively interact with internal teams and external stakeholders.
- **Ethics and Integrity:** Adherence to high ethical standards in HR and procurement processes, ensuring transparency and fairness.

- **Problem-Solving:** Ability to identify issues in HR, administrative, or procurement processes and offer solutions in line with organisational policies.
- **Organisational Skills:** Ability to manage multiple priorities and ensure that deadlines are met without compromising quality.

6. Reporting and Supervision

- The **Assistant Administration Officer** will report directly to the **Executive Director/AFD Manager** and collaborate closely with other services.

7. Pay and Benefits

- Pay, allowances, and other monetary entitlements under this agreement shall be payable as per the Loden Service Rules and Regulations and only in Bhutanese Ngultrums.

8. Hours of Work

- The employee shall be required to work a maximum of 44 hours per week and by other provisions concerning work hours as set out in the Loden Service Rules and Regulations.
- The employee shall be entitled to overtime payments per the Labour and Employment Act 2007 or the internal regulations of the Loden Foundation.

9. Leave and rest periods.

- The employer shall provide the employee rest and meal breaks per the provisions of the Labour and Employment Act 2007. Such breaks, however, do not count as part of standard working hours.
- The employee shall be entitled to paid annual leave, sick leave, casual leave, five days of paternity leave, study leave, and any other leave in accordance with the procedures and arrangements provided in the Loden Service Rules and regulations.

10. Safety and health

- The employer shall provide a safe working environment that is not harmful to the employee's health and assumes prime responsibility for all safety and health matters in the place of work. The employee agrees to cooperate with the employer to ensure the working environment is as safe and healthy as possible.
- The employer agrees to provide the employee with all necessary protective clothing and equipment associated with the employee's duties and responsibilities without cost to the employee.
- The employer agrees to compensate the employee for any injury or disease attributable to the performance of his or her duties and responsibilities under this agreement, or in the event of the death of the employee due to work or work-related circumstances, to compensate the employee's dependants and beneficiaries. Such compensation shall be payable according to the provisions of the Labour and Employment Act 2007 and Loden Service Rules and Regulations.

11. Provident funds, pensions, and gratuities

- On termination, the employer shall pay the employee all payments and entitlements due for provident fund, group insurance, pension rights, and gratuity payments, if any, as provided in the Labor and Employment Act, 2007, or Loden Service Manual (Separation Payout SOP).

12. Duration and Terms

- This is a full-time position with an initial contract of 2 years, subject to performance evaluation and renewal based on organisational needs.
- Competitive salary and benefits package, in line with the Loden Foundation's ISR and compensation structure.

Note: Female Candidates are highly encouraged and candidates with relevant qualification and experience will be given preference for shortlisting.