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# Job Profile: Executive Assistant

### Living Water International – Latin America & Caribbean Region

### JOB PURPOSE

Provide executive assistance and project management of the day-to-day operations by supporting LAC Regional Vice President and LAC Regional Services Team (LACRST) to achieve the overall goals.

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| Context (Major forces, changes and larger goals affecting my work) | Customers (Key receivers of my work) |
| 1. A changing global NGO operating environment. 2. Increased demands for responsiveness and accountability – both organizational and personal. 3. Work boundaries that are becoming increasingly flexible. 4. Technology that impacts on the way business is conducted and the relationships between different business entities. 5. Innovation in areas where scarce resources have to meet a myriad of needs. 6. Potential of large grant funded programs which will place strain on limited human resources. 7. Limited funding for key positions placing strain on existing human resources. 8. Team cohesion is difficult to nurture due to the changing world of work | Primary Customers  1. Regional Vice President (RVP) LAC 2. Deputy Regional Vice President (DRVP) LAC 3. Regional Services Team 4. Country Directors and Country Managers 5. Living Water Partners (LWP)  Secondary Customers  1. Living Water International Houston (LWIH) 2. Donors 3. External Partnerships |
| Outputs (What I must provide to my customers) | Competencies |
| 1. Provide administrative support to the Regional Vice President/Deputy Regional Vice President and deal with related communication. 2. Support the RVP and DRVP in reporting on the various LAC Regional programs 3. Support the Regional Strategy implementation. 4. Support the project and grant management for the LAC region 5. Compile, consolidate, analyse and synthesize field related reports. 6. Maintain good relationships with the RVP/DRVP, Senior Team, Country Directors, Regional Services Team, Partners and Living Water International Global Office. 7. Keep abreast of changes in the global leadership environment. 8. Market services of the Region to Living Water International and Donors. 9. Support the governance structures in the Region 10. Support in the Administrative and of the regional office whenever called upon to 11. Deal with other duties as assigned. | Education and Qualifications  1. Bachelor’s degree in business administration or equivalent. 2. 5+ years supporting an Executive Director/CEO 3. Project Management Certification is a plus.  Knowledge  1. Understanding of business leadership, strategy management and technical functions. 2. Understanding of group process and facilitation skills. 3. Understanding of the overall Ministry of Living Waters. 4. Understanding of organizational behaviour and change dynamics.  Skills  1. Writing and Speaking Skills 2. Systematic thinking 3. Self-knowledge 4. Expressive verbal and written communication 5. Interpersonal skills 6. Negotiation skills 7. Strong written and verbal communication in English and Spanish.  Commitment  1. Service and Results orientation 2. Relationship versatility 3. Integrity and “Can-do” attitude 4. Assertiveness |

# Output Details

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| Outputs | **Quality Requirements** | **Sources of Feedback** |
| 1. Compile, consolidate, analyse and synthesize field related reports | * + Prepare Monthly Management Report for the region * Review Monthly Management Reports (MMRs) of each Country Office and provide feedback to the DRVP/RVP. * Ensure that technical issues raised in the MMR’s are timely communicated to the respective technical teams/specialists.   + Assist in facilitating regional workshops, meetings, and other forums/ processes | * + RVP/DRVP |
| 1. Support the Implementation of LAC Regional Strategy which is linked to the LWI 3 Year Strategic Directions | * + Support the strategic planning process.   + Ensure that strategic planning is well documented and readily accessible.   + Ensure that corporate communications are aligned with the Strategic Directions. | * + RVP/DRVP |
| 1. Relationship management | * + Ensure effective communications to and from the Regional Vice President/Deputy Regional Vice President   + Maintain effective networks, as agreed with RVP/DRVP   + Displays openness, honesty and integrity.   + Ensure there is open communication with the LAC Region and LWIH. | * + RVP/DRVP |
| 1. Keep abreast of changes in the global leadership environment | * + Develop an understanding of the larger business requirements and the demands that this places on the work of regional office   + Provide information to key players on current issues related to the water sector, | * + RVP/DRVP |
| 1. Support and facilitate the governance structures of the LAC Region | * + Assist with communicating the new Organizational Culture and Governance Structure.   + Assist the RVP/DRVP attend Board meetings of respective Country Offices when required   + Support the RVP/DRVP in organizing the Performance Agreement Meetings with his direct reports | * + RVP/DRVP |
| 1. Manage Delegated Projects | * + Ensure that the RVP/DRVP’s travel, as well as international travel for the LAC Services Team is well organized. | * + RVP/DRVP |
| 1. Provide administrative support to RVP/DRVP and LACRST | * + Support the administrative role of the regional services team (including travel arrangements for the RVP/DRVP, procurement, expense records etc)   + Support RVP/DRVP with expenses reports from travels and/or working meetings with donors, partners.   + Ensure that all regional meetings preparations are timely and professional.   + Ensure that minutes of the various meetings capture the deliberations accurately and are available on a timely basis.   + Ensure that the confidentiality of the RVP/DRVP’s communications is maintained.   + Ensure that all communication from the RVP/DRVP is courteous and professional.   + Deal with all other issues as and when requested. | * + RVP/DRVP |