



NAMIBIAN FOUNDATION FOR THE CONSERVATION OF SEABIRDS

Job Description Template

JOB DESCRIPTION

Category	Notes
Position	Office Administrator
Level	Entry (3 Years experience minimum)
Contract Type	Fixed-Term (Annual)
Reports To	Operations Manager
Remuneration Band	
Last Updated	9 June 2025

Section 1: Job Purpose

The Office Administrator plays a vital role in ensuring the smooth and efficient operation of the Lüderitz-based office and rehabilitation centre. This includes managing daily administrative functions, supporting logistics for field operations, maintaining accurate records, and serving as a point of contact between field teams, partner institutions, and senior management. In addition, the role provides essential support to the financial and procurement functions of the office, including petty cash management, transaction documentation, and coordination of procurement processes in accordance with organisational policies (or donor policies). The position requires strong organisational, communication, and financial administration skills, with the ability to manage multiple tasks in a dynamic marine and conservation environment.

Section 2: Key Responsibilities

The Office Administrator will support the operational, administrative, and financial management functions of the Lüderitz office and its associated fieldwork and rehabilitation activities. Key areas of responsibility include:

Administration & Secretarial Support

- Provide secretarial services to the Operations Manager and other staff, including drafting correspondence, filing, scheduling, visitor management and managing documentation.
- Perform receptionist duties, including welcoming visitors, answering calls, and managing the general office email account.
- Support the daily management and coordination of the office, the rehabilitation centre, and activities pertaining to coastal seabird welfare and marine conservation (physical and electronic filing systems).
- Ensure all inventories related to office, field, and rehabilitation activities are regularly updated, well maintained, and accessible.
- Coordinate meetings and travel logistics for staff and visiting teams.
- Undertake any other reasonable administrative or secretarial duties as assigned.

Fleet & Asset Management (Vehicles, Boats & Equipment)

- Manage the full NAMCOB fleet, including vehicles and boats, ensuring operational readiness and compliance with all organisational and legal requirements.
- Liaise with service providers and garages for the maintenance and repair of all vehicles and boats.

- Ensure timely servicing and routine maintenance schedules are adhered to; keep and update all maintenance records.
- Monitor and reconcile monthly fuel usage and mileage across all vehicles and boats.
- Keep accurate logs of all fleet inventory and conduct monthly verification checks.
- Prepare and submit quarterly written reports on fleet expenses and performance to the Operations Manager.
- Ensure all vehicles, boats and equipment (office and field) are properly registered, with up-to-date files and documentation.
- Ensure all consumables and supplies are purchased in a timely fashion to ensure smooth operations.
- Compile and submit detailed accident or incident reports when required.

Clerical & HR Support

- Assist the Operations Manager with day-to-day HR-related administrative matters.
- Maintain accurate, up-to-date, and confidential human resource records and staff files.
- Ensure all documentation complies with organisational data protection and confidentiality standards.
- Serve as administrative liaison with stakeholders, service providers, and partner institutions.
- Provide logistical and administrative support to field teams and visiting researchers.

Finance & Bookkeeping

- Provide support to the Operations Manager in managing office and project finances.
- Maintain daily bookkeeping records, assist in financial reconciliations, and support monthly reporting.
- Assist with procurement procedures including obtaining quotes, processing purchase orders, and tracking deliveries.
- Ensure adherence to all financial procedures and procurement policies (organisational and/or donor related).
- Undertake any other finance-related duties as may reasonably be required.

Section 3: Key Performance Indicators

Administrative & Office Support

- **Document Turnaround Time:** 75% of administrative requests completed within 72 hours.
- **Meeting & Minute Management:** 95% of scheduled meetings successfully supported (agendas/minutes distributed on time).
- **Inventory Accuracy:** Number of discrepancies found during monthly inventory audits (target: ≤2).
- **Visitor Handling:** % of visitors and calls handled professionally and efficiently (via internal feedback/survey).

Fleet Management

- **Vehicle/Boat Service Adherence:** 100% of scheduled services completed on time.
- **Fuel Reconciliation Timeliness:** Monthly reconciliation reports submitted by the 5th working day of each month.
- **Accident Reporting:** 100% of accidents/incidents reported within 24 hours.
- **Fleet Records Accuracy:** No. of missing/incorrect entries in vehicle logbooks or service files (target: 0).

Financial & Bookkeeping Support

- **Transaction Accuracy:** 95% of bookkeeping entries submitted without error.
- **Reconciliation Timeliness:** Monthly reconciliations completed and signed off within the 5th working day of each month.
- **Procurement Compliance:** 100% of procurements following internal procedure (3 quotes, correct forms, etc.).
- **Financial & Budget Report Submission:** All required finance reports submitted to the Operations Manager on or before deadline.

HR & Records Management

- **HR File Accuracy:** 100% of HR files fully updated and compliant (based on quarterly audit).
- **Confidentiality Compliance:** Zero breaches of HR data privacy or information mishandling.
- **Leave & Time Tracking:** Accuracy and timeliness of leave records and timesheets submitted for staff.

General Performance & Responsiveness

- **Task Completion Rate:** 90% of assigned tasks completed on or before deadline.
- **Feedback from Operations Manager:** Qualitative rating from direct supervisor during quarterly / bi-annual check-ins.
- **Adaptability & Travel Readiness:** Availability and responsiveness to undertake occasional travel assignments or work flexible hours during a time of crisis.

Section 4: Skills & Qualifications

This is an entry-level position with a minimum of three years' experience required. Candidates must possess a diploma in Administration, Secretarial Studies, or a related field. In addition, candidates should demonstrate the following experience:

- At least **3 years of relevant experience**, preferably in a multi-disciplinary or field-based team environment.
- A valid drivers licence with experience driving high-clearance 4x4 Vehicles
- Proven **bookkeeping and basic accounting knowledge**.
- Basic knowledge of **logistics and fleet management**.
- **Experience in the NGO sector** or similar environment will be considered an advantage.

Furthermore, candidates should demonstrate the following competencies:

- Strong **interpersonal and communication skills**, with the ability to manage sensitive and confidential information with tact, professionalism, and diplomacy.
- Strong **language skills:** Excellent command of English (spoken and written); proficiency in other Namibian languages is an advantage.
- Strong organisational and planning skills.
- Excellent working knowledge of **Microsoft Office applications**, including Word, Excel, Access, and PowerPoint; familiarity with cloud-based systems (e.g., SharePoint or Google Drive) is advantageous.

- Familiarity with Project Management tools, such as Trello, Monday.com, Asana would be advantageous
- Ability to work independently and manage competing priorities.
- High level of **attention to detail**, organisational ability, and time management.
- Flexibility to travel, including to remote island locations under sometimes challenging conditions.

Section 5: Work Environment

The Office Administrator will be based in **Lüderitz, Namibia**, with occasional field work required from time-to-time. During these field assignments, accommodation and meals will be provided in accordance with the organisation's field operations policy. Overtime is generally not applicable due to the nature of this position, but in **extenuating circumstances**, overtime may be approved and compensated with **days in lieu**.

The role may require adaptability to remote, and occasionally harsh working conditions, as well as the ability to work effectively within a small team. When working from **Lüderitz**, standard working hours are from **08:00 to 17:00, Monday to Friday** apply. From time to time, work may be carried out on weekends (Saturdays or Sundays) and will be compensated with **time off in lieu**, in line with NAMCOB's time management policy.

Reporting Line:

You will report directly to the **Operations Manager** (or any designated supervisor appointed by the Operations Manager or NAMCOB Management) and work closely with the Seabird Ranger Coordinator on operational logistics activities.

Key Working Relationships

- **Internal:** Seabird Ranger Team, Rehabilitation Team, Namibia Nature Foundation (NNF) & NAMCOB Finance, Admin and HR Staff.
- **External:** Ministry of Agriculture, Fisheries, Water and Land Reform (MAWFLR), collaborating researchers, and field support personnel; Ministry of Environment, Forestry and Tourism (MEFT), Donors, tourists, suppliers, tourists, community members, volunteers.
- Any other relevant stakeholder that may contribute towards the Vision and Mission of NAMCOB.

Section 6: Changes to Scope

NAMCOB reserves the right to modify or amend the scope of duties and responsibilities outlined in this job description, as required by the needs of the organisation. This may include adjustments to work locations, work schedules, or the addition of new tasks related to office management, financial management, logistics and secretarial work. Any such changes will be communicated promptly to the Office Administrator.

The role may evolve in response to changing operational demands, environmental factors, or organisational priorities. The Office Administrator will be expected to adapt to these changes and continue to contribute effectively within the revised scope of the position.

Should funding for this position no longer be available, NAMCOB reserves the right to terminate the contract in line with the terms of the **Fixed-Term Employment Contract**. Any such termination will be carried out in accordance with the relevant legal and contractual obligations.