

## ToR for one **JUNIOR** non-key Mission Expert

### Title of ToR: 1 Junior Non-Key Expert Local Receptionist and Office Assistant in Kriva Palinka

#### 1. Reference persons

Reference persons for the mission are Project Manager Aneta Spirkoska, e-mail: [aneta.spirkoska@bseurope.com](mailto:aneta.spirkoska@bseurope.com) and Project Director, Carlos Callejo, [carlos.callejo@bseurope.com](mailto:carlos.callejo@bseurope.com).

#### 2. Reference documents

Terms of Reference of the Project and the Organisation and Methodology (O&M) of Business and Strategies in Europe (B&S Europe) consortium

#### 3. Terms of Reference Relevance

The assignment will contribute to increasing the level of information and public awareness about the EU in North Macedonia, including EU policy objectives, accession process and EU assistance to the country.

#### 4. Assignment objective(s)

Based part-time in the local EH in Kriva Palanka s/he will be responsible for the smooth planning, organisation and running of all daily activities of the respective EH. S/he will be present during the local EH opening hours and will contribute towards the basic book-keeping of the overall EH running costs on monthly basis and contribute towards the financial reporting towards the EU Delegation. S/he will keep track of the indicators and targets for communication activities at the level of local EH. Tasks range from: ensuring high visibility and interest in local EH services from individual and group visitors, speaking to them and inviting speakers, organisation of other optimal customer service including public queries (list not exhaustive).

S/he shall act in coordination with the EH Receptionist and Office Assistant based in EH Skopje.

#### 5. Main Tasks/Activities

For this activity, we envisage one JUNIOR expert to ensure smooth financial and administrative management of EH in Kriva Palanka, planning, organisation and running of all daily activities and responsible for coordinating the work of the local EH support staff.

#### 6. Related Outputs

The Expert is expected to perform and not limited to the following tasks in coordination with the EH Receptionist and Office Assistant based in EH Skopje:

- various routine and ad-hoc secretarial and administrative tasks on a daily basis;
- handling of all incoming calls and respond to visitor requests;
- answer inquiries by phone, e-mail and face-to-face;
- welcome visitors and guide them to the EH services ;
- track and analyze number of visitors, inquiries, events and FAQ;
- prepare and maintain a Frequently Asked Questions and Answers database;
- ensure implementation of rules for the good functioning of the EH for visitors;
- prepare and maintain a Frequently Asked Questions and Answers database;
- maintain publications, databases and monitor stock levels;
- procure promotional materials;
- prepare and maintain contact lists (media, government, public figures, civil society organisations, educational institutions, private sector and other);
- provide functional computers for visitors for using Internet, as well as Wi-Fi free of charge, newspapers, journals and coffee events;
- ensure EH premises are tidy and clean, inviting for the visitors (incl. socially disabled), have access to utilities and drinking water.
- Basic book-keeping of the EH running costs;
- Keeping track of the indicators and targets for communication activities;

- provide efficient archiving and storage;
- Implement the code of conduct;
- Prepare and send invitations to activities participants, get confirmations for participation;
- Support to all organizational aspects before and during the activities;
- Assist in the activities implementation (regulation of information and promotional materials banners, different publications, etc.) and ensure that all visibility elements are included;
- Prepare the list of participants for all activities;
- Disseminate information on press conferences and press releases;
- Assist in the preparation of written documents, photos and videos taken during activities.

## 7. Timing and duration of mission/s

The selected expert shall be engaged for a **total of 330 days** in the period from **January 2021 until January 2023**.

## 8. Expert's profile

### Qualifications and skills

- Completed secondary education (incl. diploma available);
- A university degree would be an asset;
- Fluency in written and spoken English and Macedonian;
- Fully computer literate;
- Fluency in written and spoken Albanian would be considered as an asset.

### General Professional experience

- Minimum 3 years' experience in business or office management;

### Specific Professional experience

- Experience in office administration/bookkeeping/archiving/recording;
- Working experience in EU funded projects or knowledge of the EU;
- Capacity to work within a team;
- Experience in working with different target groups and/or multipliers (civil societies, media, academia, government, business, other);
- Dynamic, motivated, highly committed, honest and demonstrating a willingness to work for long term.

## 10. Performance indicators

The indicators reflecting the STEs performance are: good planning and execution of the assignment, timely presentation of results and outputs, quality of documents and reports to be provided to the Team Leader and the Beneficiary.

## 11. Evaluation of work

Performance of the task will be assessed by the Team Leader based on report from the expert.

## 12. Other arrangements

Liaise with Team Leader and KE2 and EH Receptionist and Office Assistant in Skopje on all steps related to the accomplishment of the above mentioned tasks, to inform and receive approval on all implementation aspects as per Europe House internal rules and procedures.

In accordance with the standard operating procedure, the expert will accomplish and sign a monthly timesheet for approval and signature by the Team Leader and EUD, reflecting the actual number of workdays rendered, briefly indicating the place where, and the task for which, these were rendered.