



The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance. The ICRC also endeavors to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles. Established in 1863, the ICRC is at the origin of the Geneva Conventions and the International Red Cross and Red Crescent Movement. Please visit [www.icrc.org](http://www.icrc.org) for more information.

## Vacancy Notice

The ICRC Regional Delegation in Bangkok seeks to fill the following position:

### Assistant and Information Management Officer, based in Bangkok

We are looking for a spirited team player with a can-do attitude to join our dynamic team.

The Assistant & IM Officer provides administrative support and oversees information management under the supervision of the Executive Assistant & IM Officer. S/he acts as a reference person for written protocols, correspondence, and standard tools.

#### ACCOUNTABILITIES AND RESPONSIBILITIES:

##### Support to the management

- Screens, prioritizes, dispatches, and follows up on requests, calls and correspondence.
- Flags issues and delays; produces and updates the timeline.
- Manages internal and external contacts for Management by means of ICRC-supplied tools. Supervises the updating of other units' contacts. Maintains an active professional network of use to the ICRC.
- Manages the appointments and organizes meetings both between ICRC officials (for example the management team or budget discussions) and with outside contacts. Deals with all logistical aspects involved.
- Takes the minutes of meetings in which decisions are to be made and tracks and follows-up the deadlines involved.
- Writes formal and informal correspondence in Thai and English for the signature of the management; rereads its correspondence/reports/other documents and ensures optimum lay-out; if needed, translates documents addressed to the management from local language to English.
- Prepares files on specific themes and occasions.
- Shares and files documents for the management.
- Receives the reception of visitors having appointments with the management and helps to organize receptions and other events at which protocol must be observed.
- Carries out secretarial tasks (filling, photocopying, mailing, correspondence with Geneva and with sub-sites, ordering supplies, etc.)
- Upon request, updates the organization charts and lists used in the delegation or ensures that it's done by the unit in charge for.
- Prepare receipts for reimbursement on behalf of the Management (working lunch, official travel, etc.)

##### Information management

- Ensures that all electronic documents sent to the delegation teambox and all paper documents received is shared with concerned staff members.
- Maintains the use of a range of collaborative tools (i.e. Share Point) and databases.
- Updates general information in the reference tools (databases or others).
- Contribute to maintaining the delegation's intranet page. Ensure that users know about the page and the intranet's features.
- Act as access manager and possibly account manager.
- Contributes to implementing all information management projects or programs linked to information management in the main delegation and/or sub-site(s).
- Is the relay of policies/guidelines/directives to all staff.
- Contribute to change management activities at the delegation.
- Acts as Site Records Manager (SRM); supervises the Unit Records Managers (URM) - and possibly other users – while training them and keeping their skills up to date.
- Supports and advises units and/or sub-sites to ensure compliance with the rules on records management; monitors records management work, issues reminders and ensures follow-up; brings problems to the attention of the Executive Assistant and Information Management Officer or Information Management Coordinator.
- Explains, applies, and ensures application of the procedures for intermediary archiving of electronic and paper documents; shoulders responsibility for the application of intermediary archiving procedures within the delegation and ensures their processing; ensures compliance with the rules on archive preservation (storage room).
- Briefs systematically all new staff on information management and organizes regular training or information sessions
- At least once a year, conducts missions to the sub sites independently or with support of the Executive Assistant and Information Management Officer when relevant in order to ensure the compliance of information management.

##### Training and support

- Briefs systematically all new staff on above-mentioned subjects, trains regularly all users and ensures compliance with rules and procedures.
- Trains the unit and sub-site(s) assistants (or any other person in charge) and supervises them in the application of related procedures.
- Makes sure that all staff know and apply ICRC rules regarding correspondence and ICRC protocol; proposes solutions in cases of contradiction between the rules and local practices; ensures that all correspondence concerned by these rules that leaves the delegation is validated by the qualified person; knows the rules regarding signatures and ensures that these rules are applied by all staff in the delegation.
- Keeps his/her knowledge and skills up to date on standard computer technology (e-mail, information-sharing, records-management, intranet, etc.),
- Ensures that proper procedures for protection/use/storage of sensitive office supplies (ICRC stamps, seals, letterhead stationery, etc.) exist and are complied with.
- Makes sure that the letterhead stationery, business cards, envelopes, etc. comply with the applicable visual identity rules.
- Contributes to the organization of national IM seminars/workshops on above mentioned subjects.
- Organizes and contributes to IM relays's workshops on above mentioned subjects with the contribution of the Executive Assistant and Information Management Officer.

**Back-up support**

- Provide a back-up support to Executive Assistant and Information Management Officer, Assistant and Information Management Officer and Administrative assistant on their absence.

**YOUR PROFILE:**

- Bachelor's degree in any fields or equivalent training/experiences. Master's degree is an asset.
- Minimum 3 years' experience as Assistant or similar function, preferably in an international organization or company.
- Excellent command of English, TOEIC score 750 up, and fluent in Thai. Good command of French (level B2) is as asset.
- Good interpersonal skills and excellent communication skills; strong team player, good attitude with service minded.
- Good computer skills, including Microsoft Office and SharePoint. Knowledge of IBM Lotus Notes or infographic tool (i.e. Canva, Piktochart) is an asset.
- Good presentation skills.

**WE OFFER:**

- Dynamic and challenging work in the humanitarian sector and international environment
- Competitive salary with benefits, good working conditions and in-house training/development
- Initial 1-year employment contract with possibility of renewal into open-ended contract (subject to performance review)

Preferred starting date: **ASAP**

Submission deadline for applications: **3 February 2023**

The ICRC values diversity and is committed to creating an inclusive working environment. We welcome applications from all qualified candidates, regardless of background, race, religion, gender, age, disability, or status.

Qualified applicants are requested to submit their comprehensive **CV** and **letter of motivation** in English, as well as **salary expectations**, following this format for the subject line: *POSITION – First Name Surname* by email only to: [ban\\_recruitment\\_services@icrc.org](mailto:ban_recruitment_services@icrc.org)

*Kindly note that only short-listed candidates will be invited for the interview  
and the ICRC will not keep the files of applicants who were not shortlisted*