



UNITED NATIONS DEVELOPMENT PROGRAMME JOB DESCRIPTION

I. Position Information

Job code title: **Maintenance Associate**
Level: SC-6
Pre-classified Grade
Supervisor: Administrative Analyst

II. Organizational Context

Under the overall guidance and supervision of the Administrative Analyst, the Maintenance Associate provides the overall management and execution of varied and inter-related upkeep and maintenance services to the UN House, ensuring high quality and accuracy of work. The Maintenance Associate promotes a client, quality and results-oriented approach.

The Maintenance Associate works in close collaboration with the Administrative Analyst and all agencies in the UN House, Programme and projects staff in the CO and other UN agencies staff to exchange information and ensure consistent service delivery.

III. Functions / Key Results Expected

Summary of Key Functions :

- Implementation of operational strategies
- Coordination of the outsourced services
- Support of effective and efficient office maintenance and upkeep.
- Support to the management of common services
- Support to the control of country office assets
- Coordination of the office premises security
- Support to knowledge building and knowledge sharing

1. Ensures **implementation of operational strategies**, focusing on achievement of the following results:

- Full compliance of administrative activities with UN/UNDP rules, regulations, policies and strategies.
- Preparation of administrative team results-oriented work plans.
- Elaboration of proposals and implementation of cost saving, recycling and reduction strategies for the UN House as a whole in consultations with office management/UN House Committee.

2. Ensures **effective and efficient provision of maintenance and administrative support services**, focusing on achievement of the following results:

- Coordinates maintenance and upkeep of UN Building premises including advising management on repairs and servicing of fixtures and equipment.
- Support to the procurement of supplies required for maintenance of the building
- Submission of information on administrative services provided for cost-recovery bills
- Ensures effective supervision of building maintenance staff, gardeners and cleaners.

- Coordinates the security of the office premises with the UN Department of Safety and Security and with the security company providing guard services.
- Maintenance and managing of fire alarms and security systems at UN building
- Ensuring the optimum function of appliances and fixtures in the UN Premises including but not limited to the electrical installation and water system,

3. Ensures proper **common services** focusing on achievement of the following results:

- Maintenance of common services to ensure integrated activities on common services and implementation of the UN reform.
- Proper planning and tracking of common services budget and of Agencies contributions to the common services account.

4. Support **knowledge building and knowledge sharing** in the CO, focusing on achievement of the following results:

- Organization of training for the operations/projects staff on maintenance as and when required.
- Briefing to staff members on general administrative matters; provision of advice and administrative support.
- Sound contributions to knowledge networks and communities of practice.

IV. Impact of Results

The key results have an impact on the efficiency of the entire UN House. Therefore accurate analysis and timely interventions for the upkeep and proper maintenance of the UN House will promote the image of UN as a whole and at the same time staff can work in a clean and friendly environment.

V. Competencies and Critical Success Factors

Corporate Competencies:

- Demonstrates commitment to UNDP's mission, vision and values
- Demonstrate initiative; result oriented
- Ability to execute day-to-day tasks systematically and effectively
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability

Functional Competencies

Knowledge Management and Learning

- Shares knowledge and experience
- Actively works towards continuing personal learning and development in one or more practice areas, acts on learning plan and applies newly acquired skills

Development and Operational Effectiveness

- Ability to perform a wide range of varied, inter-related complex administrative services
- Ability to extract, interpret and analyze data and resolve operational problems
- Ability to work with minimum supervision
- Ability to supervise and train support staff
- Ability to plan and organize work
- Good knowledge of administrative rules and regulations
- Strong IT skills, knowledge of Atlas
- Ability to provide input to business processes re-engineering, implementation of new systems

Leadership and Self-Management

- Focuses on result for the client and responds positively to feedback
- Consistently approaches work with energy and a positive, constructive attitude
- Remains calm, in control and good humored even under pressure

VI. Recruitment Qualifications

Education:	Technical Vocational Training School. University Degree or diploma in engineering related field such as civil works, building electricity, etc. will be preferred.
Experience:	5 to 7 years of relevant experience in maintenance of buildings. Experience in performing electric and technical work Knowledge of Methods, practices, tools and materials used in building maintenance and repair work. Experience in the usage of computers and office software packages (MS Word, Excel, etc.).
Language Requirements:	Full working knowledge of English and Lao.

VII. Signatures- Post Description Certification

Incumbent *(if applicable)*

Name	Signature	Date
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Supervisor

Name / Title	Signature	Date
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Chief Division/Section

Name / Title	Signature	Date
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