



## Term of Reference

<b>JOB TITLE:</b> Administration Support (Volunteer)	
<b>LINE MANAGER:</b> Administration Manager	<b>GRADE:</b> N/A
<b>REPORTING TO POSITION:</b> Administration Manager	<b>WORK LOCATION:</b> Vientiane Capital
<b>FINANCIAL RESPONSIBILITY:</b> No	<b>TEAM:</b> Admin Team
<p><b>INTRODUCTION:</b></p> <p>CARE International is a global NGO working to end poverty and achieve social-justice. We rebuild and improve the lives of the most vulnerable groups, especially women and girls who are often the most marginalised individuals in their communities and face unequal access to social and economic rights. In 2019, CARE worked in 100 countries around the world, implementing 1,036 poverty-fighting development and humanitarian aid projects, and reached more than 68 million people directly and 401 million people indirectly.</p> <p>CARE International in Lao PDR began its operations in 1992 and has worked since then to improve the lives of vulnerable groups in both rural and urban areas, particularly the ethnic minority communities. CARE works in partnership with community members, government, local civil society organisations, and the private sector. CARE currently implements projects in four provinces: Vientiane Capital, Phongsaly, Luang Namtha and Sekong.</p> <p>CARE’s “Marginalized Women and Girls” program empowers women and girls to exercise their rights, to lead and make decisions, and benefit from socio-economic justice. CARE’s two main program areas in Lao are women’s health and women’s economic empowerment. Our health programs empower women and girls to exercise their rights to reproductive, maternal and child nutritional health for greater control over their bodies and to live a life free from violence. Our economic empowerment programs give women and girls greater access to and control over economic opportunities, resilient resources and dignified work by promoting gender equality, fighting gender based violence and climate risk. CARE has extensive experience and expertise in both of these areas and will continue to pursue evidence-based practices to deliver long-lasting solutions effectively and sustainably.</p>	
<p><b>MAIN RESPONSIBILITIES:</b></p> <p><b>FRONT DESK MANAGEMENT (RECEPTION)</b></p> <ul style="list-style-type: none"> <li>• Welcome all visitors, greet guests in a professional manner and direct them to their destination.</li> <li>• Answer phones in a timely and professional manner and direct communications to their destination.</li> <li>• Attend to front desk general queries including receiving of visitors and arranging of appointments for/ with CARE Laos staff.</li> <li>• Prepare the monthly payments for the utilities bills such as electricity, water, phone bill etc.</li> <li>• Ensure accurate message taking for staff who are not available.</li> <li>• Accurately transfer calls to appropriate extensions for staff concerned; and</li> <li>• Ensure Reception area is clean and tidy every day.</li> </ul> <p><b>OFFICE MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>• Make sure the registration system of incoming and outgoing document is set up and keep filing properly (included electronic mean);</li> <li>• Provide logistic arrangements for workshop/training/meetings and manage the CARE Vientiane Office meeting room reservation.</li> </ul>	

- Manage meeting rooms' facilities such as LCDs, speakers, speaker phones and meeting facilitation materials so on to make those facilities available in each meeting room or provide them by requests. As well as keeping records of the borrowers.
- Maintain Vientiane Office stationeries, tonners and kitchen items and place order in monthly basis and stock take to ensure enough for monthly consumption.
- Assist staff in printing, binding, faxing, scanning, sorting, photocopying and filing documents when required.
- Assist in requesting office supplies, refreshment and other administration tasks.

#### **PROCUREMENT SUPPORT**

- Assist Logistics by collecting quotations as requested.
- Process some partial procurement work especially fuel for vehicle, stationery and kitchen stuff.
- Arrange and prepare the record and report about stationery and kitchen items balance to the line manager.
- Maintain first-aid supplies and make orders when any items are missing or out of stock.
- Prepare acquittal and payment vouchers for office supplies and services e.g. air-tickets.
- Assist to track and record the Air ticket for the future reporting
- Assist on the travel ticket booking for staff and partners.

#### **OTHER TASK**

- Support admin team to do the asset register and labelling
- Assist admin team to conduct asset physical check
- Support on VISA application process such dealing with government documents submit
- Assist to track the visa record for CARE staff and partner
- Assist on booking accommodation for staff and partner based on request
- compliance with the safety and security policies, procedures.
- Demonstrate an ongoing commitment to gender equality, diversity, child protection and commitment to the Protection from Sexual Harassment, Exploitation and Abuse (PSHEA);
- Comply with CARE Laos' financial and operational requirements, foster strong communication between operations and program teams and uphold high standards of honesty and integrity in personal conduct.

#### **EXPERIENCE AND QUALIFICATIONS:**

- Minimum higher diploma in business and office administration or relevant field is required and newly graduated is preferable.
- Demonstrated experience in following standard policies, procedures and processes and ensure the implementation of basic standard transactions.
- A willingness to learn about CARE's gender equality and women's empowerment activities.
- Proven ability to manage and acquire a cash advance.
- Demonstrated good interpersonal skills, sound judgment, planning, problem solving and team building skills.
- Ability to work as a team member and contribute his/her capabilities to group objectives and works effectively in a group setting.
- Demonstrated organisational and time management skills and ability to work under pressure and to organize and manage workload to meet deadlines.

- Demonstrated characteristics in honesty, reliability, trustworthiness with the ability to maintain confidentiality.
- Very good (intermediate) oral and written Lao and good oral and written English; and
- Intermediate knowledge in Microsoft Word and numeric skills.

Please note that this position is for 3 months and with possible extension based on CARE policy.

### How to apply

If you are interested in this position, please submit your (1) CV, (2) cover letter, and (3) two references, to: [Lao.contracts@care.org](mailto:Lao.contracts@care.org) by **10<sup>th</sup> July 2026**, please include the text: **“Application for Admin Support Volunteer”** in the subject of your email.