

Program Assistant

Job #:	req20765
Organization:	World Bank
Sector:	Administration/Office Support
Grade:	GC
Term Duration:	3 years 0 months
Recruitment Type:	Local Recruitment
Location:	Colombo, Sri Lanka
Required Language(s):	English
Preferred Language(s):	Sinhala/Tamil
Closing Date:	1/30/2023 (MM/DD/YYYY) at 11:59pm UTC

Description

Do you want to build a career that is truly worthwhile? The World Bank Group is one of the largest sources of funding and knowledge for developing countries; a unique global partnership of five institutions dedicated to ending extreme poverty and promoting shared prosperity. With 189 member countries and more than 120 offices worldwide, we work with public and private sector partners, investing in groundbreaking projects and using data, research, and technology to develop solutions to the most urgent global challenges. For more information, visit www.worldbank.org

The South Asia Region Context:

The South Asia Region comprises eight countries (Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, and Sri Lanka) that range in size from India (with a population of over 1 billion) to Maldives (with 0.3 million people). The COVID-19 pandemic has hit the region especially hard reversing years of development gains. It exposed weaknesses in public sector capabilities and set back private sector-led growth and job creation. WBG rapidly stepped in and more than doubled IDA/IBRD lending to nearly \$15 billion. The ongoing WBG portfolio commitments amount to nearly \$68 billion.

The South Asia Region: <https://www.worldbank.org/en/region/sar>

Country and Unit Context:

The World Bank has been assisting Sri Lanka in developing and delivering appropriate solutions to the country. Under the World Bank Group Country Partnership Framework (CPF) FY17-20 (which was extended till FY21), our program focuses on three areas: (i) macro-stability and competitiveness; (ii) inclusion and opportunities for all; and (iii) green growth, environmental management, and climate change adaptation and mitigation potential.

As part of the South Asia Region (SAR), the SACS Country Management Unit (CMU) is responsible for overseeing the World Bank's programs in Maldives, Nepal and Sri Lanka. The CMU is led by the Country Director based in Kathmandu, Nepal, supported by the Operations Manager (OM) in Kathmandu and the Country Program Coordinator (CPC) in Washington DC. The Sri Lanka country office in Colombo has approximately 60 staff and is headed by the Country Manager for Maldives and Sri Lanka.

The World Bank in Sri Lanka: <https://www.worldbank.org/en/country/srilanka>

Job duties & responsibilities:

The SACS CMU is looking for a qualified candidate who could provide administrative support. The successful candidate will report to the Country Manager. The position will focus on full range of office support work for the CMU, a significant part of the job entails providing support to the Country Manager.

The Program Assistant will perform several functions related to the Unit's content activities, including, but not limited to:

- Manage the Country Manager's schedule by coordinating various business needs and meeting requests; organize and coordinate relevant briefing or background material for meetings and provide administrative and logistic support.
- Monitor and follow up on issues related to the Country Manager's functions and ensure that relevant staff members are informed. Handle sensitive and confidential information. Ensure timely submission of briefing materials by relevant teams on the subject matter and appropriate reviews and follow-up actions.
- Initiate and coordinate all aspects of the Country Manager's travel schedule (i.e., ticket and hotel reservations, visa requests, etc.).
- Coordinate with a team and manage programs for Country Director's visits to Sri Lanka and other VIP visits. Set up appointments and meetings with senior government officials, development partners and other stakeholders.
- Draft correspondence and ensure adherence to administrative guidelines and overall quality of outputs requiring the Country Manager's signature.
- Serve as the first point of contact and a liaison with an extensive network of contacts at the most senior levels, both internally and externally.
- Establish and maintain an effective network of contacts with the Government officials at the highest level.
- Respond to diverse inquiries and requests from internal and external sources and, where appropriate, direct these inquiries to appropriate staff/group to follow-up or action.
- Monitor work processes and activities that need Country Manager's attention and alert and advise Country Manager to ensure timely responses and actions.
- Proofread, edit, and format documents using proper grammar, punctuation and style as required.
- Maintain a high level of teamwork, help maintain a positive work environment and establish effective working relationship with all.
- Establish and maintain relevant files and databases for the Country Management Unit. Ensure proper filing of documents and receipts in central filing system (WBDoc / Sharepoint) according to Bank's guidelines.
- Perform other duties assigned by the Country Manager.

Selection Criteria

The County Management Unit is looking for an experienced Program Assistant who meets the following criteria:

- Bachelor's degree in a relevant discipline and a minimum of 5 years of relevant experience or equivalent combination of education and experience.
- High organization skills with attention to details.
- Ability to multi-task, prioritize and operate under pressure and tight deadlines. Experience in working as executive assistant is a plus.
- Knowledge of World Bank policies and procedures and familiarity with project cycle.
- Proficiency in office information technology and programs (e.g., Word, Excel, PowerPoint). Good knowledge of World Bank operational and administrative systems: Operations Portal, Client Connection, SAP, Admin Portal, eConsult.
- Excellent written and oral communication skills in English.
- Interpersonal Skills and ability to work effectively in a diverse team.

[World Bank Group Core Competencies](#)

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