

# Program Assistant

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| <b>Job #:</b>                 | req25536                              |
| <b>Organization:</b>          | IFC                                   |
| <b>Sector:</b>                | Administration/Office Support         |
| <b>Grade:</b>                 | GC                                    |
| <b>Term Duration:</b>         | 3 years 0 months                      |
| <b>Recruitment Type:</b>      | Local Recruitment                     |
| <b>Location:</b>              | Colombo,Sri Lanka                     |
| <b>Required Language(s):</b>  | English                               |
| <b>Preferred Language(s):</b> |                                       |
| <b>Closing Date:</b>          | 1/10/2024 (MM/DD/YYYY) at 11:59pm UTC |

## Description

IFC — a member of the World Bank Group — is the largest global development institution focused on the private sector in emerging markets. We work in more than 100 countries, using our capital, expertise, and influence to create markets and opportunities in developing countries. In fiscal year 2023, IFC committed a record US\$43.7 billion to private companies and financial institutions in developing countries, leveraging the power of the private sector to end extreme poverty and boost shared prosperity as economies grapple with the impacts of global compounding crises. For more information, visit [www.ifc.org](http://www.ifc.org).

The IFC Colombo office is seeking to recruit a Program Assistant to assist in the country activities of the IFC. Program Assistant (PA) carries out a full range of office support work, including supporting processes and monitoring schedules related to their team's/unit's products and tasks. PA coordinates extensively with service units and liaises frequently with team members both at headquarters and in the field, as well as external counterparts. PA may also be assigned responsibility for some aspect of the unit's administrative functions. The position will report to the Country Manager who will provide supervision and guidance.

## Roles and Responsibilities

They include (but are not limited to):

- Providing full logistical and secretarial support to business-related activities, including:
- Arranging travel schedule.
- Organizing meetings/events/workshops.
- Supporting office-wide activities and senior management visits.
- Coordinating schedules taking priorities into account, monitoring and communicating changes and other information to the appropriate staff, inside and outside the immediate work unit, including IFC stakeholders,
- Maintaining up-to-date work unit projects and other files (both paper and electronic) and
- Translating/drafting a variety of routine documents, applying effective proofreading and grammar skills in English and local language.; and assisting in the preparation of various presentation materials in PowerPoint.
- Providing primary assistance in the implementation of the unit's work program, including some specialized support in a specific area(s), e.g. task management, database management, editorial assistance, procurement, etc.
- Assisting staff in managing stakeholder relationships, which includes both internal and external IFC clients,
- Identifying and resolving diverse issues/problems as they arise, which often requires interpretation of existing procedures and processes and independently determining an appropriate application.
- Understanding of IFC guidelines and procedures for project cycles; serving as an information resource on the status of projects. Ensuring effective filing of a variety of documents and correspondence, including primary project information, appropriate clearances, uploading and downloading documents in iDesk/ASOP, etc.
- Serving as an information resource on the status of projects/products (e.g. procurement, contract management, portfolio monitoring & reporting) and drafting a variety of correspondence.
- Undertaking ad hoc inquiries in standard and non-standard databases. Retrieving, maintaining, and presenting data.
- Attending meetings and participating in fieldwork and other program activities as may be required by the Manager/Transaction Leaders.
- Suggesting ways to enhance work organization and effectiveness.
- Attending meetings, drafting minutes, and ensuring timely clearance and distribution.
- Working closely with other ACS staff in the office and providing back-up support to other Team and Program assistants.
- Mentoring less experienced supporting staff, proactively sharing knowledge and information, promoting cooperation within the ACS community, and suggesting ways of enhancing efficiency.

## Selection Criteria

- Technology and systems knowledge: Able to conduct routine work using basic software applications (Microsoft Office applications) and other relevant technology and/or database management systems.
- Project and task management: Exhibits good organizational, and problem-solving skills and ability to work competently with minimal supervision. Demonstrates attention to detail and quality. Has the ability to manage multiple tasks, prioritize own work and work of internal clients, and complete tasks within agreed schedule institutional policies, processes, and procedures.
- Demonstrates relevant functional knowledge and understanding of institutional priorities, policies, operational and administrative procedures, and people; and can apply them in routine situations.
- Versatility and adaptability: demonstrate initiative and motivation to proactively learn new developments in relevant policies, procedures, and technology.
- Identify, prevent, and/or solve problems. Able to participate in change activities and initiatives.
- Client Orientation: Able to interact with clients with discretion and diplomacy. Demonstrates ability to resolve complex client-related issues. Displays understanding of relevant internal and external factors and their impact on clients.
- Ability to develop good working relationships with internal/external clients.
- Drive for Results: Takes personal ownership and accountability to meet deadlines and achieve agreed-upon results and has the personal organization to do so.
- Teamwork (Collaboration) and Inclusion: Collaborates with other team members and contributes productively to the team's work and output, demonstrating respect for different points of view.
- Knowledge, Learning, and Communication: Demonstrates tact and judgment, good listening and communication skills. Exhibits interest in learning and enhancing own abilities and sharing knowledge.
- Business Judgment and Analytical Decision Making: Demonstrates basic skills in information retrieval and organization, and seeks guidance in complex situations.

## Other Selection Criteria:

- Bachelor's degree with at least 5 years of relevant experience, demonstrated capability to work in teams and implement processes and systems efficiently.
- Excellent written communication skills, ability to draft a variety of correspondence and edit materials independently.
- Experienced working within tight deadlines and under pressure; flexibility to work overtime during peak periods.
- Demonstrated capacity to multitask and prioritize workload, work with minimal supervision with initiative and resourcefulness. Ability to follow through team's priorities and respond to requests for information promptly.
- Excellent time management and organizational skills. Ability to demonstrate good judgment, tact, and a high level of discretion in dealing with confidential and sensitive matters.
- Outstanding interpersonal skills and sound judgment to effectively deal with staff at all levels.
- Full proficiency in English and Sinhala, both written and spoken.
- Proficiency and prior experience in MS Office: Excel, Word, PowerPoint, and Outlook.

## [World Bank Group Core Competencies](#)

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