Job profile
OFFICER - GSS
Practical Action

ABOUT US

We are an international development organisation putting ingenious ideas to work so people in poverty can change their world.

We help people find solutions to some of the world’s toughest problems. Challenges made worse by catastrophic climate change and persistent gender inequality. We work with communities to develop ingenious, lasting and locally owned solutions for agriculture, water and waste management, climate resilience and clean energy. And we share what works with others, so answers that start small can grow big.

We’re a global change-making group. The group consists of a UK registered charity with community projects in Africa, Asia and Latin America, an independent development publishing company and a technical consulting service. We combine these specialisms to multiply our impact and help shape a world that works better for everyone.

OUR AIMS

We help people find solutions to some of the world’s toughest problems, made worse by catastrophic climate change and persistent gender inequality. Our aims are to:

• Make agriculture work better for smallholder farmers, many of them women, so they can adapt to climate change and achieve a good standard of living
• Help more people harness the transformational effects of clean affordable energy and reduce avoidable deaths caused by smoke from indoor stoves and fires.
• Make cities in poorer countries cleaner, healthier places to live and work.
• Build disaster resilience into the lives of people threatened by hazards – reducing the risk of hazards and minimising their impact on lives and livelihoods.

HOW WE WORK

We work on holistic solutions that change systems and have a framework to help us achieve our aims:

• Analyse the root causes of a poverty and vulnerability
• Define the change at scale we need to make
• Develop activities along three complementary paths: Demonstrate, Learn and Inspire.
  - Demonstrate that our solutions are sustainable in the real world
  - Learn by capturing evidence and adapting our approach
  - Inspire wider support to multiply our impact.

OUR ORGANISATION

Practical Action is an unconventional, multi-disciplinary changemaking organisation
• A highly innovative community development charity operating in Africa, Asia and Latin America. Practical Action community projects use ingenious ideas to design, test, refine and prove new ways to overcome poverty and disadvantage and then ‘open-source’ knowledge of what works so that it can be implemented at a greater scale by others.

• A world-class consulting operation that helps socially responsible business, government policy makers and other development organisations. This draws on learnings from our own development work as well as the combined brainpower of a roster of over 2,000 expert consultants. Practical Action Consulting helps to extend the reach of our influence by providing the best advice to others, whose work can make a bigger difference.

• A well respected specialist development publisher. Practical Action Publishing brings together development practitioners, researchers and thought leaders to create publications that stimulate discussion, strengthen peoples’ capabilities and inspire sustainable change.
Job Profile

**Responsible to:** GSS-Coordinator  
**Grade:** H  
**Line Manages:** GSS-Coordinator  
**Location:** Dhaka Office  
**Nature of Contract:** Full Time

**Financial Scope:** BDT 58579 (Monthly Gross)  
**Travel:** Frequently Field Visit

About the Role

The Officer- General Support Services will provide support across procurement, inventory management, repair & maintenance, local & international travel, petty cash handle, vehicle management and vendor payment.

**Job Functions and Responsibilities**

- Ensure full compliance on administrative, procurement, vehicle, inventory and financial processes in accordance with Practical Action rules, regulations, policies and strategies.
- Organize and coordinate the maintenance of the premises, office space management and the provision of common services.
- Organize workshops, conferences, retreats and different type of events.
- Support in coordination with local authority on space and other administrative matters; Supervision of support staff, drivers and cleaning services;
- Handle petty cash and vendor payment; Manage repair & maintenance;
- Prompt reporting and investigation of cases of damage, loss or theft of items. Logistical support for events, staff's cubicle/desk layout and space management;
- Act as custodian for management of office stationary supplies including maintenance of stock list of stationery, distribution of stationery as required by staff and keeping a log of distribution; Maintenance of the filing system ensuring safekeeping of confidential materials;
- Development and update of the rosters of suppliers, implementation of supplier selection and evaluation.
• Organize travel including purchase of tickets, vehicle maintenance; conference facilities arrangements.

• Timely conduct Travel Agencies, vehicle maintenance, hotel and conference facilities surveys. Processing travel authorization, travel claims, and security clearances in line with travel entitlements for staff, ensuring that the travel arrangement follows Practical Action rules of most direct route and most competitive prices.

• Liaison with NGO Affairs bureau.

• Accommodation reservations for visiting Practical Action officials. Ensure proper vehicle management.

**Person Profile**

To be successful in the role, the ideal candidate will be able to demonstrate:

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<th>EXPERIENCE &amp; KNOWLEDGE</th>
<th>Excellent knowledge of computer usage specially in MS Office, Outlook, and other software</th>
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<td>The applicants should have experience in the following area(s):</td>
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<td>• Administration, Procurement, Safety and Security Management</td>
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<td>3-5 Years experience in related filled will be preferred.</td>
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<th>BEHAVIOURS &amp; MOTIVATIONS</th>
<th>Ability to manage multiple responsibilities and to set priorities.</th>
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<td>Good ability to work with a multicultural team.</td>
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<td>Willing and able to travel independently outside the station.</td>
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<td>Demonstrated understanding and skills of reflecting the needs of the programme delivery team and good coordination with Finance team.</td>
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<td>Familiarity with financial and facilities management principles.</td>
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<td>A person well organized, attentive to details, and use concise, persuasive writing.</td>
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<td>Ability to manage multiple responsibilities and to set priorities.</td>
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<td>Excellent analytical and communication skills. Excellent ability to work with a virtual cross-functional team.</td>
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<td>Fluency in Bangla and English required.</td>
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<td>Ability to work collaboratively across teams and to contribute strategically</td>
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practicalaction.org
QUALIFICATIONS

At least Bachelor’s degree in Business Administration, social science, development studies or any other relevant degrees from an accredited university