

**MINISTRY OF FINANCE, PLANNING AND ECONOMIC DEVELOPMENT
THE PUBLIC FINANCIAL MANAGEMENT REFORMS COORDINATION UNIT
(RCU)**

TERMS OF REFERENCE AND SCOPE OF SERVICES FOR

FRONT DESK OFFICER

A. BACKGROUND

The Government of Uganda (GoU) has since the early 1990s been pursuing strategic reforms in Public Financial Management (PFM) systems aimed at supporting Government's goal of poverty eradication through the achievement of good governance, sustainable growth targets and a stable macroeconomic environment as reflected in the National Development Plan and Vision 2040.

Government is implementing the Resource Enhancement and Accountability Programme (REAP) as the prime framework for implementation of the Public Financial Management (PFM) Reform Strategy (2018-2023). The overall objective of the REAP is to enhance resource mobilization, improve planning and public investment management, and strengthen accountability for quality, efficient and effective service delivery.

The programme is jointly funded by the Government of Uganda and a multi-donor basket funding arrangement agreed under a Memorandum of Understanding (MOU). A Public Expenditure Management Committee (PEMCOM) provides policy guidance to the reform efforts coordinated around the PFM Clusters.

A PFM Reforms Coordination Unit (RCU) was established to facilitate implementation of reforms under REAP, provide secretariat for the PEMCOM and support other related intervention. It is responsible for the Funds Coordination Unit (FCU) of Grants provided by the Global Fund to Fight Aids, Tuberculosis and Malaria, and funds management for the Uganda Inter-Governmental Fiscal Transfers Programme (UgIFT) funded by the Government and the World Bank.

Implementation of the above programmes involves a significant coordination and management effort at all levels. This requirement continues to be met through services of contract staff supporting the Government Task Manager.

Government wishes to engage the services of a Front Desk Officer for the RCU.

Scope of Work

Reporting to the Principal Programme Administrator through the Administration/Human Resources Officer, the Front Desk Officer will be responsible for:

1. Receiving and dispatching deliveries.
2. Serve visitors by greeting, welcoming, and directing them appropriately.
3. Facilitating attendance to the visitors by staff.
4. Receiving and sorting mail.

5. Maintaining office security by following safety procedures and controlling access through the front office desk.
6. Attending to visitors by answering or referring inquiries.
7. Managing visitors relations by maintaining staff directory.
8. Supervising cleaning of RCU offices.
9. Keeping a safe and clean reception area by complying with procedures, rules, and regulations.
10. Supporting continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
11. Ensuring proper maintenance of office records and files, including creation of new files and closure of old ones.
12. Ensuring that registry procedures and standards are maintained.
13. Dairy management and maintenance of meeting rooms.
14. Performing any other duties assigned by management from time to time.

Education and Experience

1. A Bachelors degree in library and information science, information management, social sciences, business administration, mass communication, or any related field from a recognised university/institution.
2. Proven experience in office management, executive support, customer service, Receptionist, Front Office Representative or similar role in either Government or reputable private organization for a minimum of three years.

Key competences

1. Excellent written and verbal communication skills.
2. Good and practical working knowledge of Microsoft Office applications, excellent typing skills and ability to take dictation.
3. Ability to be resourceful and proactive when issues arise.
4. Excellent organizational skills, and interpersonal relations.
5. Multitasking and time-management skills, with the ability to prioritise tasks.
6. Excellent customer service.

Contract Arrangements

The assignment is intended for a period of one (1) year, but may be renewed based on need and satisfactory performance.