The International Committee of the Red Cross (ICRC) is a neutral, impartial and independent humanitarian organization whose mission is to protect the lives and dignity of victims of armed conflict and other situations of violence, and to provide them with assistance. It also endeavors to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles.

Established in 1863, the ICRC operates worldwide and employ more than 16’000 staff in over 80 countries. Its headquarters is in Geneva, Switzerland.

The ICRC Regional Delegation for Mexico, Central America and Cuba, is seeking an experienced and highly motivated person to fill the position of:

**Senior Executive Assistant / Information Management Coordinator**

**for Mexico and Central America (based in Mexico)**

The Executive Assistant / Information Management Officer provides high-level administrative support and is responsible for information management. S/he has a broad vision of the delegation's activities and facilitates the work for the Management team. S/he acts as a reference person for written protocols, correspondence and information platform systems, as well as training for staff members.

S/he manages and coordinates team members and ensures a smooth running of the office.

**Main responsibilities**

*Information Management*

* Manages and coordinates a coherent and efficient information flow within the office, ensuring that policies, procedures and directives are applied by all staff members.
* Establishes and revises information management procedures and communication rules, including security and protection of sensitive data.
* Organizes, manages, updates and monitors the information shared on ICRC platform systems (SharePoint, IBM Lotus Notes, Intranet, web-based application); controls and coordinates the data access rights ensuring policy compliance.
* Develops and maintains the Record Management system and procedures for the Delegation.
* Provide relevant training to staff members on information management, written protocol and correspondence, record management, archiving, protection of data and ICRC computing systems.
* Provides regular support and advice to staff members in Mexico and its offices in Central America (with regular visits); resolution of functional and technical issues / questions.
* Coordinates and works closely with the Regional Information Management Adviser to set goals and priorities in order to achieve the objectives based on the Information Environment Strategy (IES);
* Implements, manages and monitors projects and systems related to the IES.

*Support to the Management team*

* Oversees, prioritizes and ocassionally drafts, edits, and finalizes correspondence, presentations, decision-making documents, and other documents in English and Spanish;
* In support of other assistants, occasionally translates documents and reports from Spanish to English and vice versa
* Anticipates and assigns priority to requests / documents sent to the Management team in a proactive manner.
* Organizes and participates to internal meetings and takes minutes of meeting, follows up on the implementation of decisions and strategies, points out problems or delays.
* Coordinates internal and external meetings and events for the Management team
* Drafts procedures or directives for the signature of the Management team.
* Participates in the organization of high-level visits and coordinates the preparation of specific files.
* Maintains an active professional network of high-level contacts and counterparts in the diplomatic corps.

*Team management*

* Manages and coordinates a team of Assistants
* Distributes tasks and responsibilities among the team members, keeps their job description updated and organizes backup during absences.
* Supervises and evaluates the work done by establishing objectives and a plan of action.
* Trains her team members and supports them in the development of their skills and competencies.
* Organizes and coordinates regional seminars for the Assistants in Mexico and Central America.

**Requirements**

* University degree or certification as an Executive Assistant.
* Minimum 5 years’ experience in a similar position, preferably in an international organization or company.
* Fluency in English and Spanish a must (knowledge of French an asset).
* Advanced computer skills including Microsoft Office Suite, SharePoint and IBM Lotus Notes.
* Information management, records management, project management expertise.
* Strong communication and organizational skills with excellent attention to detail.

**Competencies**

Pro-activeness to set priorities under tight deadlines.

* Sense of initiative, curiosity and creativity
* Energetic and perseverant with capacity to work independently and in a disciplined manner
* Service and solution oriented attitude
* Analytical skills and ability to produce synthetic documents or instructions.
* Strong leadership, teamwork and coordination skills, with experience in managing a team.
* Interest and capacity to train staff members, with pedagogical skills
* Capacity to represent the ICRC to high-level contacts and counterparts in the diplomatic corps.
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* Ability to work and adapt effectively as a team member in a multicultural environment

**Other**

Flexibility and availability to travel to ICRC offices in Central America

Interested and qualified persons with the required experience are invited to submit their application in **English** with a cover letter, detailed CV, copies of certificates and contact details of 3 references to the Human Resources department at the following email address: **mex\_rh\_services@icrc.org**with the code: **1721.**

**Deadline to submit application: 31th January**