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**Terms of Reference**  
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**Divisional Assistant**  
**for**  
**Mizoram Health Systems Strengthening Project**

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**Background**

The Department of Health and Family Welfare, Government of Mizoram is implementing a project titled 'Mizoram Health Systems Strengthening Project' with financial and technical assistance from the World Bank. The proposed project aims to improve the management, quality, accessibility and delivery of health services in the state of Mizoram. The project will target investments towards health facilities and locations across the state over the five-year project duration where the demand for health services is high and required capacities are in place to maximize the impact of the project. The project will accomplish these objectives through implementation of four components:

- I- Strengthen management and accountability through Internal Performance Agreements (IPAs)
- II- Improve the design and management of the state health insurance programs
- III- Enhance the quality of health services and support innovations
- IV- Contingent Emergency Response Component

**Objective:**

The overall purpose of the assignment is to provide administrative, logistical and operational support to the World Bank- Mizoram Health Systems Strengthening Project. He/she is expected to ensure that administrative processes are running smoothly, continuously and efficiently at all times and that lapses are promptly brought to the attention of desk officers of appropriate division for immediate resolution. Under the supervision of the Project Manager, the Divisional Assistant provides support in the development and administration of technical cooperation programmes and projects as well as secretarial and administrative support.

**Job Responsibilities:**

- i. To provide a comprehensive professional support service to the Project Director, MHSSP with additional support to other team members of MHSSP as directed. These duties will include: dealing with correspondence, filing, management of diaries, etc..
- ii. To act as the main administrative point of contact, both internally and externally, for the Project Director and his subordinates as well as with the World Bank Team
- iii. Screen incoming mail and phone call and serves as an information resource of the project and drafts a variety of standard project- related correspondence and keeps track of pending matters, follow up with different divisions on deadlines.
- iv. Handle MHSSP publications and adverts in Newspapers and Magazines.
- v. Handling the physical custody of the office supplies.
- vi. To liaise with the team members of MHSSP and external agencies including consultancy agencies and other stakeholders associated with the project.
- vii. To obtain and prepare briefing material and supporting paperwork for meetings (informal and formal) for the Project Director.
- viii. To use own initiative when dealing with enquiries and ability to work with minimal supervision.
- ix. To perform general administrative tasks and effectively plan and co-ordinate external/internal events. This includes arrangement for meetings and other events, booking venues, catering, co-ordinating attendees, preparation of agenda and papers, dissemination of material after the event and travel arrangements as required by the Project Director and other members of MHSSP.
- x. To assist in the production of the annual statutory accounts and monthly management accounts as required.
- xi. To prepare draft documents and presentation materials for meetings and reports by extracting/summarizing statistics and other related information; compile and organize information and reference materials from various sources for previous reports, meetings, etc.
- xii. To co-ordinate the collection of data for incorporation in the Project reports.
- xiii. To ensure the smooth flow of information to achieve deadlines and project milestones.
- xiv. To execute any other duties that may be reasonably be expected of the post-holder at the request of the Project Director and other designated officials.

### **Qualifications and other requirements:**

- i. Bachelor Degree in Business management, Management Studies, Administrative Studies or other related fields.
- ii. Diploma or certificate in Computer Application.
- iii. Good typing skill and certificate in Stenography is desirable
- iv. At least two (2) years of experience as an Office Assistant/ Clerical Assistant or other related fields.
- v. Experience in World Bank Projects and knowledge in World Bank Regulations will be an added advantage.
- vi. Proficiency in English, both vocal and written is desirable.

**Number of Posts:** Two (2)

**Duration of Contract:** The contract is for 1 year and extension may be offered with satisfactory performance.

**Salary:** Rs. 23,500 (Rupees Twenty three thousand & five hundred only) per month with 5 % increment annually on extension of contract.