International School of Tanganyika

Challenge | Support | Inspire

Title	Administrative Officer	**Category** (cf Policy 5.101)	Administrative Management and Technical Support
Reports to:	Director of Human Resources and Government Relations	**Department:**	Human Resources
Job Holder		**Start date:**	01 August 2025

IST Foundational Documents

IST Mission

Challenge, support and inspire all learners to become accountable citizens who find their own paths and thrive in a dynamic world.

IST Vision

IST is a pioneering International Baccalaureate Continuum school that ignites a lifelong passion for learning.

We are a diverse and vibrant community that values student agency and cultivates local and global partnerships in an open and adaptive learning environment.

IST fosters exploration, collaboration, and authentic experiences that develop resilient and compassionate individuals.

Core Values

- Respect
- Service
- Well-being
- Belonging
- Growth

Mission Impacts

- An accountable citizen recognizes their impact and responsibility to their communities. They are equipped with knowledge, empathy, and ethical commitment. They embody the school's values and contribute positively to society.

- Learners will collaborate with mentors and are empowered to explore diverse opportunities that extend and enrich the curriculum.

- Learners are self-driven, curious and confident. They are creative and imaginative thinkers who can develop solutions, seize opportunities, and adapt in the face of adversity.

Strategies
In order to support our mission, vision and values, IST will:

Strategy 1 - Leveraging Community
Leverage the IST community and local and global partners.

Strategy 2 - Professional Growth
Attract, develop, and retain exceptional professionals who embody IST's mission, vision, and values.

Strategy 3 - Innovation & Learning
Explore, create, and implement innovations in the educational ecosystem in support of learner agency, academic rigor, and the pursuit of excellence.

Strategy 4 - Future Focus
Implement transformative approaches to resource management focused on environmental responsibility and efficiency, financial viability, and institutional continuity.

Summary of the Role
The Administrative Officer is responsible for the effective management of our front office operations, including switchboard, reception, mail distribution, and general administrative support services. This role ensures a professional and welcoming environment for visitors and provides efficient administrative support to internal teams.

Preferred Qualifications and Experience
(a) Bachelor's degree in Business Administration, Office Management, or a related field.
(b) Minimum of 5 years' experience in a similar administrative or front office role.
(c) Experience working in a customer-facing environment is an added advantage.

Professional Competencies:
(a) Excellent verbal and written communication skills.
(b) Strong interpersonal and customer service skills.
(c) Ability to multitask and manage time efficiently.
(d) High attention to detail and accuracy.
(e) Proficiency in Google Workspace (Gmail, Calendar, Drive, Docs, Sheets, Slides).
(f) Ability to work well under pressure and in a fast-paced environment.
(g) Strong organizational and record-keeping skills.
(h) Ability to handle confidential information with discretion.

Personal Attributes:

(a) Professional, friendly, and approachable demeanor.
(b) Punctual, dependable, and trustworthy.
(c) Calm under pressure and solution-oriented.
(d) Culturally sensitive and respectful.
(e) Proactive with a strong sense of initiative.

Responsibilities

The primary responsibilities for the Administrative Officer will be:

(a) Operate and manage the organization's switchboard, directing calls to appropriate staff.
(b) Welcome and assist all guests, ensuring a positive and professional reception experience.
(c) Manage incoming and outgoing mail, courier services, and deliveries.
(d) Provide general administrative support, including photocopying, scanning, filing, and organizing documents.
(e) Manage and monitor office supplies, ensuring available stock and requests are handled promptly.
(f) Maintain the reception area and meeting rooms, ensuring they are tidy and well-organized.
(g) Support meeting logistics, including room bookings and refreshments.
(h) Assist in organizing internal and external events, training, and staff meetings.
(i) Coordinate with service providers and vendors as required.
(j) Assist staff with travel arrangements and bookings where needed.
(k) Use Google Workspace tools to support daily operations (Docs, Sheets, Drive, Calendar, Gmail, etc.).

Perform any other duties as designated by the Supervisor.

Particulars of the Search

Prospective Administrative Officer should be based in Tanzania and need to apply formally. Applicants should submit a letter (in English) describing her/his fit and interest in the position, along with an up-to-date Curriculum Vitae. The names, addresses and contact details of three (3) referees. Applications and enquiries should be directed to staffrecruitment@istafrica.com not later than Friday May 3rd, 2025 at 15h00.