

Job Description: Manager – Administration**Reports To:** Director – Operations**Location:** New Delhi**Employment Type**Full-Time

Position Summary

The Manager – Administration is responsible for planning, coordinating, and managing all administrative functions of the organization to ensure efficient, safe, cost-effective, and compliant operations. The role oversees office administration, facility management, asset management, procurement coordination, logistics, travel, vendor management, security, statutory compliance, fleet management, and administrative support to programmes and support functions. The incumbent ensures that administrative systems and processes support the organization's mission while maintaining high standards of governance, transparency, and operational excellence.

Key Responsibilities**1. Administrative Management**

- Plan, organize, and supervise all administrative operations across the organization.
 - Develop and implement administrative policies, procedures, and Standard Operating Procedures (SOPs).
 - Ensure efficient office operations and administrative support to all departments.
 - Monitor compliance with organizational administrative policies and procedures.
 - Improve administrative systems to enhance operational efficiency.
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2. Office and Facility Management

- Manage office infrastructure, utilities, maintenance, and housekeeping services.
- Ensure the office environment is safe, functional, and conducive to productivity.
- Coordinate repairs, renovations, and maintenance of office premises.
- Monitor utility services, including electricity, water, internet, and telecommunications.

- Ensure compliance with workplace health and safety standards.
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3. Asset Management

- Develop and maintain an accurate asset register.
 - Oversee procurement, allocation, maintenance, and disposal of organizational assets.
 - Conduct periodic physical verification of assets.
 - Ensure proper tagging, tracking, and safeguarding of organizational property.
 - Coordinate annual asset audits.
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4. Procurement Coordination

- Lead administrative procurement in accordance with procurement policies.
 - Coordinate vendor selection, quotations, comparative statements, and purchase orders.
 - Ensure transparency, value for money, and compliance in procurement processes.
 - Monitor procurement timelines and vendor performance.
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5. Vendor and Contract Management

- Identify, evaluate, and manage service providers and vendors.
 - Negotiate contracts and service agreements.
 - Monitor vendor performance and compliance with service-level agreements.
 - Maintain a vendor database and contract register.
 - Ensure timely renewal of service contracts.
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6. Logistics and Travel Management

- Coordinate domestic and international travel arrangements.
 - Manage accommodation, transportation, and event logistics.
 - Ensure travel complies with organizational policies.
 - Support workshops, conferences, meetings, and field visits.
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7. Fleet Management

- Oversee management and maintenance of organizational vehicles.
 - Monitor fuel consumption, servicing, insurance, and statutory documentation.
 - Ensure compliance with vehicle safety standards.
 - Maintain vehicle utilization records and logbooks.
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8. Safety, Security, and Risk Management

- Implement workplace health, safety, and security measures.
 - Develop office emergency preparedness and evacuation plans.
 - Conduct periodic safety inspections and risk assessments.
 - Ensure adequate insurance coverage for offices and assets.
 - Coordinate incident reporting and corrective actions.
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9. Administrative Compliance

- Ensure compliance with applicable statutory and regulatory requirements related to office administration.
 - Maintain licenses, registrations, insurance policies, and lease agreements.
 - Support internal and external audits by providing administrative records.
 - Maintain documentation required for organizational compliance.
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10. Budget Management

- Prepare and monitor the annual administration budget.
 - Control administrative expenditures and optimize costs.
 - Review vendor invoices and administrative expenses.
 - Ensure cost-effective utilization of organizational resources.
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11. Event and Meeting Management

- Coordinate logistics for Board meetings, management meetings, workshops, and conferences.
- Arrange venues, equipment, accommodation, transportation, and catering.
- Ensure smooth execution of organizational events.

12. Team Leadership

- Supervise Administration Officers, Executives, Receptionists, Drivers, Office Assistants, and Support Staff.
- Allocate responsibilities and monitor performance.
- Conduct performance reviews and identify training needs.
- Promote teamwork, accountability, and continuous improvement.

Key Deliverables

- Efficient and uninterrupted office operations.
- Well-maintained office facilities and infrastructure.
- Accurate asset register and inventory management.
- Timely procurement and vendor management.
- Cost-effective administrative operations within budget.
- Effective travel and logistics management.
- Compliance with administrative policies and statutory requirements.
- Safe and secure working environment.
- High-quality support for organizational events and meetings.

Required Skills

Technical Skills

- Office Administration
- Facility and Infrastructure Management
- Asset and Inventory Management
- Procurement Coordination
- Vendor and Contract Management
- Logistics and Travel Management
- Fleet Management
- Budget Preparation and Cost Control
- Risk Management
- Workplace Health and Safety
- Record and Document Management
- Administrative Policy Development
- Event Coordination

- Compliance Management

Computer Skills

- Microsoft Office (Advanced Word, Excel, PowerPoint)
 - Google Workspace
 - ERP/Administration Management Systems
 - Inventory and Asset Management Software
 - Online Meeting Platforms (Teams, Zoom)
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Core Competencies

Leadership Competencies

- Team leadership and supervision
- Strategic planning
- Decision-making
- Problem-solving
- Delegation and accountability

Functional Competencies

- Planning and organizing
- Procurement coordination
- Budget management
- Contract administration
- Vendor negotiation
- Operational efficiency
- Resource optimization
- Compliance monitoring

Behavioural Competencies

- Integrity and accountability
- Attention to detail
- Professionalism
- Initiative and innovation
- Adaptability
- Customer service orientation
- Time management
- Ability to work under pressure

Communication Competencies

- Excellent verbal and written communication
 - Negotiation and influencing skills
 - Stakeholder relationship management
 - Conflict resolution
 - Report writing and documentation
 - Presentation and coordination skills
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Educational Qualifications

Essential

- Master's Degree in Business Administration (MBA), Public Administration, Operations Management, Commerce, Management, or a related discipline.

Desirable

- Diploma or Certification in Administration, Procurement, Supply Chain Management, Facility Management, or Operations Management.
 - Certification in Project Management or Contract Management is an added advantage.
 - Training in Occupational Health & Safety (OHS), Risk Management, or Disaster Management is desirable.
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Experience

Essential

- 5–8 years of progressive experience in administration, operations, or office management, preferably in the NGO, development, or social sector.
- Minimum 3–5 years in a managerial or supervisory role.
- Experience managing multi-location offices, facilities, procurement coordination, logistics, and administration teams.

Desirable

- Experience supporting donor-funded programmes and compliance requirements.
- Experience with ERP systems, asset management software, and administrative audits.
- Knowledge of government regulations relating to office administration, contracts, and workplace safety.

Key Performance Indicators (KPIs)

- Administrative services delivered within agreed timelines.
- Office operational uptime and facility maintenance standards.
- Administrative budget adherence and cost savings achieved.
- Timely procurement and vendor performance.
- Accuracy of asset register and inventory records.
- Compliance with administrative policies and statutory requirements.
- Timely organization of meetings, workshops, and travel.
- Employee satisfaction with administrative support services.
- Zero major audit observations related to administration.
- Timely renewal of contracts, insurance, and statutory licenses.

Personal Attributes

- High integrity and ethical standards.
- Strong leadership and team management abilities.
- Excellent organizational and multitasking skills.
- Strong analytical and problem-solving capabilities.
- Ability to work under pressure and meet deadlines.
- Excellent negotiation and relationship management skills.
- Commitment to continuous improvement and operational excellence.
- Willingness to travel to field offices when required.
- Commitment to the organization's mission, values, and accountability standards.