

URGENTLY NEEDED

General Administration Officer

Jakarta Based

About Yayasan CARE Peduli (YCP)

Yayasan CARE Peduli (CARE Indonesia) is a humanitarian organization focused on disaster risk management, climate change adaptation and mitigation, biodiversity and environmental pollution, gender equality, and inclusion. CARE Indonesia is committed to overcoming poverty and creating social justice.

CARE Indonesia envisions a world filled with hope, cleanliness, inclusion, and social justice, where poverty is overcome, development is sustainable, and everyone lives safely and with dignity.

CARE Indonesia missions aim to be a humanitarian and development actor that builds community resilience by alleviating poverty, realizing social justice, and ensuring a safe and clean environment.

Through a holistic resilience approach, CARE Indonesia's programs adopt an integrated approach to address identified issues, ensuring robust and sustainable outcomes. This approach balances the reinforcing relationships between economic growth, environmental management, and social justice, with gender equality at the core. The holistic resilience approach aligns with the sustainable development paradigm.

CARE Indonesia consistently ensures that its work aligns with national development priorities by integrating the aspirations and interests of the community with government plans and implementing sustainable practices. This approach refers to CARE Indonesia's agenda and contributes to the Sustainable Development Goals (SDGs).

Job Objective/Summary

Under the supervision of the Finance & Operations Director, the **General Administration Officer** is responsible for coordinating the day-to-day general administration and office support services of YCP to ensure a safe, efficient, cost-conscious, well-organized and service-oriented working environment.

The incumbent oversees office support services and Office Assistants; serves as petty cash custodian; coordinates office facilities, utilities and subscriptions; manages YCP asset and inventory records; arranges official travel and visitor logistics; and provides non-program administrative support to the CEO and YCP Board Members.

The role also serves as a focal point for general administration across HQ and field offices and supports operational readiness during emergency response.

Duties and Responsibilities

1. Office Administration, Facilities and Budget Coordination – 40%

- Oversee the smooth day-to-day running of the YCP office and coordinate the work allocation, service standards, attendance coverage and performance of two Office Assistants to ensure consistent and responsive office support.
- Serve as petty cash custodian in accordance with YCP financial procedures, including safeguarding cash, maintaining complete supporting documentation, timely reconciliation and replenishment, while observing segregation-of-duties requirements.
- Manage the administration of office facilities, utilities and subscriptions, including office lease-related administration, electricity, water, internet, telephone, cleaning, security, maintenance and other recurring office services; maintain a schedule of contract and subscription expiry dates and required renewals.
- Coordinate with the Procurement Team regarding YCP's daily officer operations; including vendor sourcing, quotations, contract renewals and service arrangements; in accordance with applicable procurement procedures, and with Finance for complete and timely payment documentation.
- Coordinate with the Finance & Operations Director in preparing the annual HQ Office and Utilities budget; monitor utilization against budget and promptly flag material variances, emerging needs or potential cost efficiencies.
- Monitor office supplies and shared service consumption and promote cost-conscious, environmentally responsible and efficient office practices.

2. Travel and Visitor Administration – 40%

- Manage centralized official travel arrangements for YCP staff and authorized visitors in accordance with YCP Travel Policy, based on fully approved Travel Authorization and TOR or other required authorization documents.
- Coordinate flight/train, accommodation, local transportation and other approved travel logistics; obtain traveler confirmation before ticket issuance and maintain complete travel booking and amendment records.
- Work with travel agents, hotels and transportation providers to secure practical and cost-effective arrangements, and manage changes, cancellations or urgent travel requirements in a timely manner.
- Coordinate visitor logistics, including accommodation, transportation, office access, meeting logistics and other administrative arrangements as required, while ensuring appropriate documentation and confidentiality.
- Maintain orderly records and trackers for official travel and visitor arrangements and provide administrative information required for operational monitoring and financial reconciliation.

3. Executive and Governance Administrative Support – 7%

- Provide timely, discreet and reliable non-program administrative support to the CEO and YCP Board Members, including official travel, meeting logistics, document circulation, signature coordination, correspondence and administrative filing as assigned.
- Support the administrative preparation and logistics of Board or management meetings, including venue/virtual arrangements, document readiness and follow-up of administrative actions where requested.
- Handle confidential or sensitive administrative information with a high degree of discretion and ensure records are stored and shared only with appropriately authorized persons.

4. Asset/ Inventory and Correspondence Management – 5%

- Coordinate with designated focal points in field offices/projects to maintain the organization-wide Non-IT Asset/ Inventory Register and ensure that acquisitions, tagging, assignment, movement, transfer, return and disposal of assets are recorded accurately and on a timely basis at HQ and field offices.
- Coordinate with designated focal points in field offices/projects to ensure asset and inventory records are complete, supported by appropriate handover or movement documentation and regularly updated.
- Ensure that the Asset/ Inventory Register are updated based on the most recent physical condition, and report discrepancies, damaged or missing items, and follow up corrective action with the relevant functions.
- Maintain the YCP Official Correspondence Register and ensure that assigned number for each correspondence are accompanied by relevant documents.

5. Administration Systems, Office Safety and Service Quality – 5%

- Maintain organized and up-to-date administrative files and control tools, including office service agreements, subscription registers, travel records, facility maintenance records and other general administration documentation in both electronic and hard-copy form where required.
- Support the implementation and periodic improvement of administrative policies, SOPs, checklists and service standards, and provide practical guidance to staff on general administration procedures.
- Coordinate routine office safety, security and emergency-preparedness arrangements with relevant internal focal points, building management and service providers, including access control, basic safety equipment and office emergency information.
- Monitor service-provider performance and user feedback, resolve routine administrative issues promptly, and escalate significant service, cost, compliance or operational risks to the Finance & Operations Director.

6. Others – 3%

- Willing to join the Emergency Response Team (ERT) in accordance with experience and competence and ready to be assigned to a disaster-affected location when required.
- In collaboration with the ERT, Procurement and HR Teams, provide administrative support for emergency-response logistics, rapid office/field setup, travel and accommodation, inventory control, vendor/service coordination and emergency recruitment administration as assigned.
- Maintain flexibility to support urgent operational requirements during humanitarian response while continuing to uphold YCP financial, procurement, safeguarding, safety and documentation requirements.
- Build constructive working relationships across functions and projects and contribute to a responsive, respectful and solutions-oriented operations culture.
- Perform other duties that may reasonably be assigned in line with the purpose and level of the position.

Requirements

1. Education, experience and technical competencies

- Bachelor's degree or equivalent in Business Administration, Management, Operations, Finance/Accounting or another relevant field;
- Minimum 3 years of relevant professional experience in general administration, office operations, facilities, travel, asset/inventory management or a related function, preferably in an NGO, development or humanitarian organization;
- Demonstrated experience coordinating office support staff and/or service providers, with the ability to set priorities, monitor service delivery and address operational issues constructively;
- Practical experience in petty cash administration, budget monitoring, vendor/service contract administration, travel arrangements and asset/inventory control;
- Working knowledge of basic internal controls, procurement and finance documentation requirements, and the importance of segregation of duties and audit-ready records;
- Proficiency in Microsoft Office applications, particularly Excel, Word and Outlook, and comfortable using shared digital filing, collaboration and administrative tracking systems;
- Good command of English and Indonesian, both written and spoken; ability to prepare clear correspondence, trackers and routine administrative reports.

2. Personal attributes & competencies

- Demonstrates sound judgement, reliability, integrity and a high degree of courtesy, discretion and confidentiality;
- Strong service orientation and interpersonal skills, with the ability to work effectively with staff at different levels, Board Members, visitors, vendors and external service providers;
- Able to coordinate and guide support staff respectfully, set clear expectations, provide practical feedback and contribute to a positive and accountable working environment;

- Highly organized and attentive to detail, with the ability to prioritize competing tasks, maintain accurate records and follow through on deadlines and commitments;
- Proactive, resourceful and solutions-oriented, including the ability to respond calmly and appropriately to changing priorities, urgent travel needs or office operational issues;
- Cost-conscious and committed to continuously improving administrative processes, service quality and the responsible use of organizational resources;
- Committed to fostering a respectful, collaborative, learning and empowering work culture and to the values that CARE upholds, including Integrity, Diversity, Equality, Excellence and Transformation;
- Commitment to YCP/CARE Safeguarding Policy, including Protection from Sexual Harassment, Exploitation and Abuse and Child Abuse, as well as applicable Safety & Security requirements.

HOW TO APPLY

YCP is an equal opportunity employer and we offer collegial working environment and competitive salary and benefits package.

Applicants are invited to send a cover letter illustrating their suitability for the above position, and detailed curriculum vitae, with names and addresses of 4 (four) referees/direct supervisor (including telephone and email address).

Please submit your applications with the subject **#GA Officer__(your name)#** to:
yyp_recruitment@careind.or.id at the latest by **13/10/2026 at 23:59 PM.**

**All applications will be treated confidentially. Only shortlisted candidates will be notified and invited for interview.*

**We do not provide correspondence related to this recruitment and do not provide notification of application/CV received.*

Thanks for your interest in CARE! We are committed to each other and to the protection of the people we serve. We do not tolerate sexual misconduct within or external to our organization and imbed child protection in all we do.

Protection from sexual harassment, exploitation and abuse and child protection are fundamental to our relationships, including employment, and our recruitment practices are designed to ensure we only recruit people who are suitable to work with other staff and the people we serve.

As well as pre-employment checks, we will use the recruitment and reference process to ensure potential new staff understand and are aligned with these expectations.
