

Position Description

Vacancy Title: **Administrative Assistant**

Location: **Suva**

Reports To: **Operations Manager (v 1.00)**

Objective

The Administrative Assistant is responsible for providing comprehensive and efficient human capital services and administrative support to the Human Capital Services (HCS) and Administration team on a daily basis. This role is integral to ensuring the smooth operation of HR functions and administrative processes, contributing directly to the organization's operational effectiveness and the well-being of its staff. This role will report to the Human Resources Coordinator.

Outcomes

Organisational Stakeholders

1. Human Resources Process Management

- Responsible for ensuring that all human resources processes are completed in a timely and efficient manner.
- Providing dedicated assistance to the Human Capital Services team by supporting the accurate processing of weekly and fortnightly payroll.
- Tasked with updating the weekly staff rosters and ensuring that all personal folders for staff are meticulously maintained, updated, and electronically uploaded to the PayGlobal (PG) system.

2. Documentation and Record Keeping

- Maintain all departmental documentation to the highest standard by systematically filing hard copies and maintaining organised electronic copies.
- Responsible for scanning physical files and uploading them onto the company intranet to ensure data backup and facilitate ease of access for authorised personnel.
- Provide secretarial support by sending meeting invites to all attendees, taking detailed meeting minutes, maintaining accurate records of discussions and action items, and distributing these minutes to relevant departments.
- Responsible for regularly updating and maintaining FSHIL's official Organization Structure chart.

3. Administrative and Operational Support

- Provide extensive administrative assistance to the HCS team, which includes supporting the compilation and distribution of staff contracts.
- Aid the training section by helping to set up training rooms and preparing necessary materials.
- Provide support for the Performance Management System (PMS) and any special projects undertaken by the HCS Department.
- Play a key role in coordinating FSHIL and HCS social activities and will be responsible for preparing refreshments for meetings and special occasions.
- Assist in arranging essential services such as pest control and hygiene services.

4. Training Function Support

- Provide direct support to the Training Assistant by helping to develop and prepare training materials.
- Assist in the development of training policies and procedures to enhance the organisation's learning framework.
- Aid in maintaining all FSHIL training records and documentation, ensuring proper filing and that all records are accurately updated on the PayGlobal (PG) system.
- Assisting in the organisation and conduction of training sessions for all stakeholders.

5. Communication and Reporting

- Answer all incoming calls in a professional and courteous manner, directing them to the appropriate person or department.
- Prepare and submit required reports to the Senior Human Capital Services Officer and the HCS team in a timely manner, as and when requested.
- Provide relief coverage for the reception area as needed.

6. Data Analysis and Planning Support

- Assist the HCS team in providing required analysis by conducting overtime (OT) analysis on a monthly basis in collaboration with the Human Resources Assistant.
- Help summarize the workforce plan and strategy exercise, tracking and reporting on its progress.

7. Departmental Efficiency and Compliance

- Ensure that all departmental objectives are addressed and completed efficiently by attending to customer queries effectively and appropriately.
- Accurately monitor and log any complaints received.
- Ensure that all required regulations are complied with at all times, and you will advise colleagues on compliance matters as necessary.
- Managing the department's Intranet page effectively to ensure information is current and accessible.

8. Contribution to Organizational Success

- Proactively contribute to the organisation's success by consistently meeting all deadlines and service level agreements.
- Perform any other work-related task assigned by Management that is within your capacity and will consistently demonstrate strong teamwork.
- Contribute to the organization's efficiency and improved productivity by actively participating in cost reduction initiatives and process or systems improvement initiatives.
- Contribute towards the organization's profits within the scope of your role, and you will employ modern technology and innovative methods to achieve the best possible results.

9. Upholding Organizational Image and Values

- Demonstrate and uphold the organisation's image and value standards at all times.
- Maintain strict confidentiality of all communications and sensitive information.
- A professional, amiable, and constructive relationship must be maintained with all organisational stakeholders, including employees, management, and external partners.

Responsibilities - Key Competencies

Competence

Description

Qualifications

Qualification

Discipline

Notes

Desirable

Diploma

HR or similar

Desirable

Degree

HR or similar

Work Knowledge and Experience

Proven experience in an HR support or administrative role is highly desirable.

High proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and experience with HRIS software, preferably PayGlobal.

Exceptional organisational skills and a keen attention to detail.

Strong verbal and written communication skills.

Ability to handle sensitive information with the highest degree of integrity and confidentiality.

Excellent interpersonal skills and the ability to work effectively as part of a team.

A proactive and service-oriented mindset with the ability to manage multiple tasks simultaneously.

Requirements

Language Proficiency

Good Interpersonal Skills

- Conversational Fijian/Hindi for team communications.

Regulatory Compliance Requirements

first aid

OHS

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	HR Team	
	All staff	
External		
	Customers	
	Stakeholders	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Enthusiastic	Shows high levels of excitement and interest, and expresses positive feelings.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Perceptive	Shows keen insight and understanding of issues or situations.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Conscientious	Demonstrates a sense of right and wrong and a personal obligation to do the right thing.
Flexible / Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

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Further Contact Information: --

Closing Date: 26 Sep 2025