

TERMS OF REFERENCE (TORs) FOR QUALITY ASSURANCE COORDINATOR

- 1. Position:** Quality Assurance Coordinator
- 2. Duty Station:** Islamabad
- 3. Reporting To:** Executive Leadership of NDRMF

4. Job Purpose:

The Quality Assurance Coordinator plays an imperative role supporting the Quality Assurance function of NDRMF. The position ensures the smooth day-to-day operational, logistical and administrative functioning of quality assurance oversight, routine executive engagements, visitor and protocol arrangements and comprehensive record-keeping.

5. Key Responsibilities:

- Manage end-to-end visitor and protocol arrangements by collecting and verifying visitor details ahead of scheduled engagements.
- Coordinate directly with security and reception departments for visitor clearance and liaise with the Admin Department for vehicle and driver assignments for official engagements.
- Ensure comprehensive hospitality arrangements—including refreshments, meeting rooms and seating allocations—are fully in place for scheduled visits.
- Handle and track routine communications end-to-end by sending and tracking emails, WhatsApp messages and calls to visitors, guests and external contacts as directed.
- Maintain and oversee outgoing and incoming correspondence logs related to office engagements, follow up on pending responses from external parties and update the supervisor accordingly.
- Execute end-to-end logistics and scheduling support by confirming meeting times, venues and logistical details directly with internal and external stakeholders.
- Maintain and update a day-to-day activity tracker for office engagements, visits, meetings and events, while coordinating travel-related logistics such as transport bookings and venue confirmations.
- Oversee records and filing by maintaining organized physical and digital files of visitor records, correspondence logs and engagement details.
- Perform any other administrative, coordination or operational task assigned by executive leadership or the reporting supervisor.

6. Qualification:

(i) Minimum fourteen to sixteen (14–16) years of education from an HEC-recognized university or institution. (ii) Candidates holding a full 16 years of education (Master's degree) in Business Administration, Public Administration or a related discipline will be preferred and given an added advantage. (iii) A professional diploma or certification in Office Administration and Management, or a related discipline, will be considered an added advantage.

7. Experience:

(i) Minimum 2-4 years of relevant experience in administrative support, coordination or front-office/protocol functions. (ii) Candidates with extended experience in corporate executive secretariats, public sector coordination, or administrative and logistics support to development or donor-funded programmes will be given an added advantage.

8. Core Competencies & Skills:

- (i) Good communication and interpersonal skills; comfortable liaising directly with external visitors/guests. Demonstrated strength in high-stakes stakeholder management and diplomatic protocol provides an added advantage.
- (ii) Basic proficiency in MS Office and digital communication tools. Advanced proficiency in electronic document management systems (E-Office) and professional correspondence tracking is a strong plus and will be preferred.
- (iii) Well-organized, detail-oriented, and responsive under time pressure. Demonstrated experience in maintaining organized physical and digital filing systems, and in coordinating event, travel and office logistics, will be considered an added advantage.
- (iv) Professional demeanor in handling visitors and sensitive information.