

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT

TERMS OF REFERENCE (to be completed by Hiring Office)	
Hiring Office:	UNFPA Malaysia Country Office
Title	Personal Assistant to the Representative
Purpose of consultancy:	<p>UNFPA is the United Nations sexual and reproductive health agency. Our mission is to deliver a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. We promote gender equality and empower women, girls and young people to take control of their bodies and their futures. We work with partners to enable access to a wide range of sexual and reproductive health services. Our goal is ending unmet need for family planning, preventable maternal death, and gender-based violence and harmful practices.</p> <p>Guided by the ICPD, UNFPA in Malaysia partners with government, civil society, academia, sister agencies in the United Nations Country Team and other organisations to advance its mission; geared towards collaborating on engagement in policy dialogue and advocacy.</p> <p>The purpose of the consultancy is to provide administrative, secretarial, and communications support to the UNFPA Representative as capacity of Personal Assistant (PA). The consultant will ensure effective management of the Representative's office, smooth communication flow with internal and external stakeholders, and efficient coordination of schedules, events, and travel arrangements to support the continuity of UNFPA Malaysia's operations.</p>
Scope of work: <i>(Description of services, activities, or outputs)</i>	<p>The Personal Assistant to the Representative is expected to support and deliver the following:</p> <ul style="list-style-type: none"> ✓ Managing the Representative's calendar, appointments, meetings, and official engagements, and receiving high-ranking visitors/officials. ✓ Ensuring optimal communication flow between the Representative, Country Office staff, and external counterparts. ✓ In consultation with other CO personnel, responding to requests for information and coordination. ✓ Handling correspondence, document preparation, and quality assurance for official communications. ✓ Preparing and collating materials (both electronic and physical) to support the Representative's meetings and official travel, including maintaining appropriate files and reports. ✓ Undertaking logistical, administrative, and financial arrangements in consultation with the Operations Focal Point for meetings, workshops, and official events organized by the office. ✓ Managing protocol matters related to the Representative, including visa, diplomatic ID, and official formalities. ✓ Establishing, maintaining, and updating databases and contact lists; managing the Client Relationship Management system for high-level partners and key stakeholders (Diplomatic Corps, United Nations Agencies, Government, NGOs, Civil Societies, Private Sector Partners, etc.). ✓ Supporting the preparation and finalization of office missions, travel plans, meeting schedules, and office calendar. ✓ Assisting with hotel bookings, event logistics, and travel arrangements for missions and visitors. ✓ Supporting advocacy efforts by compiling relevant background materials for meetings, official trips, and public events. ✓ Taking minutes of meetings when required and following up on necessary actions. ✓ Performing any other activities as required by the Representative to ensure the smooth functioning of the office in support of the UNFPA mandate and strategy. <p>Any other relevant tasks as requested by the Representative and Assistant Representative, directly relevant to communications writing.</p>
Duration and working schedule:	The Consultant is expected to be on 1 st June, and complete the consultancy latest on 30 th September 2025. The estimated duration to complete the consultancy is 4 Months.
Place where services are to be delivered:	The Consultant will work from UNFPA Country Office and at any other location as relevant to events related to outputs.

	Country Office Location: UNFPA Malaysia CO at Menara PJH, Level 09, No. 2, Jalan Tun Abdul Razak, Precinct 2, 62100 Putrajaya, Malaysia.
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.), including reporting format:	<p>Monthly accomplishment report to be submitted at the end of each month detailing: a) Target Deliverables; b) Deliverables Achieved; and c) other Comments/Remarks, as guided by the Scope of Work identified above.</p> <p>The work will be delivered electronically through e-mail and saved in iDocs-Malaysia folder. Hard copies are printed and shared where necessary.</p>
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	On-going monitoring of the work will be made on a continuous basis by the Representative and periodic reviews conducted by the Assistant Representative. Frequent discussions will be held to note the progress of work throughout the duration of the contract. Interim milestones and deadlines will be determined accordingly.
Supervisory arrangements:	The consultant will directly report to the UNFPA Representative and work in close coordination with the Assistant Representative. UNFPA Malaysia CO staff will provide support where necessary.
Expected travel:	The consultant will be based at UNFPA Malaysia CO. Consultant may travel for meetings around Klang Valley and Putrajaya. If travel is required, travel costs will be paid separately guided by Duty Travel Policy and Procedure.
Required expertise, qualifications and competencies, including language requirements:	<p>Education:</p> <ul style="list-style-type: none"> University degree in Business Administration, Office Management, Secretarial Studies, International Relations or any relevant field. <p>Knowledge & Experience:</p> <ul style="list-style-type: none"> At least six (6) years of relevant experience in administration, secretarial, or executive assistant roles. Strong organizational and planning skills with the ability to multitask effectively. Experience in handling confidential information and maintaining discretion and professionalism. Proficiency in current office software applications (Microsoft Office Suite) and experience with corporate systems (ERP, CRM systems) is an asset. Good written and verbal communication skills in English and Bahasa Malaysia. Previous experience in the UN system or related to UNFPA's mandate is an advantage. Knowledge of protocol, diplomacy, and coordination with high-level stakeholders is desirable. <p>Language:</p> <ul style="list-style-type: none"> Fluency in English and Bahasa Malaysia, Knowledge of other UN languages is an advantage.
Payment Milestones	Payment will be made upon satisfactory delivery of associated deliverables and with acceptable quality by the UNFPA Representative, upon submission of Certificate of Payment and Monthly Accomplishment Report
Inputs / services to be provided by UNFPA or implementing partner (e.g. support services, office space, equipment), if applicable:	<p>UNFPA will provide to consultant:</p> <ul style="list-style-type: none"> Required documentations Support services, office space, and stationeries where necessary Travel costs (in addition to the consultancy fees stated in the IC Contract) in accordance with UNFPA's Duty Travel policy and procedures, for official travel associated with the assignment E-mail access, which provides access to MyUNFPA portal and iDocs <p>Consultant will:</p> <ul style="list-style-type: none"> use own personal laptop / computing equipment with relevant software and programmes ensure availability of sufficient internet connection when working from other location ensure availability of necessary equipment and furniture when working from other location
Other relevant information or special conditions, if any:	<ol style="list-style-type: none"> Individual Consultancy Contract will be signed between the consultant and UNFPA Malaysia CO Payment of fees should be submitted to Malaysia CO accompanied by a signed Certificate of Payment Form to expedite the clearance and authorization of payment to the Consultant

	<p>3. Without prejudice to any other rights or remedies that UNFPA may have under the Individual Consultancy Contract, UNFPA may withhold any payment to the consultant if the services are not performed in accordance with the TOR until such time that the consultant has remedied such performance.</p> <p>4. Any changes to the TOR will be subject to consultation between UNFPA and the Consultant.</p> <p>5. The deliverables and all information pertaining to this project will be uploaded in iDocs-Malaysia site and will be treated as the property of UNFPA with exclusive rights over their use. The title right, copyright and other rights of whatsoever nature in any material produced under the provision of the consultancy shall be vested exclusively with UNFPA. The deliverables cannot be sold, used, or reproduced in any manner without the prior written approval of UNFPA. The tools, reports or documents or any part, cannot be sold, used or reproduced in any manner without the prior written approval of UNFPA. Except for purposes of this assignment, the information shall not be disclosed to the public nor used in whatever media without written permission of UNFPA in line with the national and international Copyright Laws applicable. All rights and materials produced remain solely with UNFPA</p>
COA	<p>Project/Activity: Fund: I/A: PU0074 (UNFPA) Dept ID: 62000</p>
<p>Signature of Requesting and Approving Officer in Hiring Office: DocuSigned by: <i>Dr Julitta Orakanyo</i> EF91C0F0F4534A8...</p> <p>Date: 28-Apr-2025</p>	
<p>Signature of Operations Focal Point in Hiring Office: DocuSigned by: <i>Mohamed Ridzuan Shalyahan</i> 053DD0BE2040428...</p> <p>Date: 28-Apr-2025</p>	