

9 November, 2018

TERMS OF REFERENCE

Job Title:	Cleaner / Janitor cum Administrative Support Services
Objective:	Provide cleaning services and maintaining the office space of Service for the Registration and Verification of Entrepreneurs, Public Institute (SERVE, I.P.) in a clean and tidy ambient. Support in the movement and carrying any material and equipment as required by the office.
Reporting to:	Supervisor for Administration and Finance
Classification:	C1 – Administrative Support Technical
Positions:	12
Location:	Rua de Balide, Balide, Vera Cruz, Díli, Timor-Leste

I. SELECTION CRITERIA

Essential:

- Demonstrated minimal 2 years of excellent working knowledge and experience in all stages of the cleaning and janitorial services cum Administrative Support Services.
- Displays high attention and good care to hygiene and sanitation of the working environment.
- Good understanding of importance of cleanliness and tidy ambient inside and surrounding areas of the office.
- Provided minor support related to logistic services including handling and moving office materials and equipment, as required.
- Performed minor administrative services as necessary at any time required.
- Ability to communicate effectively in Tétum and at least in Portuguese.

Desirable

- Minimum with Senior High School Diploma.
- Demonstrated ability to support in administrative work and other related logistic services.

II. SCOPE OF WORK

RESPONSIBILITY	PERFORMANCE INDICATOR
1. Perform cleaning and janitorial services including administrative services.	<ul style="list-style-type: none"> Performed cleaning and janitorial services accordingly to the standard required
2. Maintain the office space clean and tidy at all time.	<ul style="list-style-type: none"> Maintained the cleanliness in all office areas and secure that the cleaning materials are available and ready to use at any time needed
3. Maintain the surrounding office clean and fresh or green.	<ul style="list-style-type: none"> Corridor is clean and that all plants are well treated and watering as required Ensure that the precinct of the office is clean and well organized at all times
4. Provide minor support related to logistic services	<ul style="list-style-type: none"> Provided support to handle and moving office materials and equipments as required
5. Support the administrative services at any time required.	<ul style="list-style-type: none"> Quality and readiness to perform administrative services as request, upon completion of cleaning services Organized office files accordingly
6. Perform such other miscellaneous duties and reporting as will be assigned.	<ul style="list-style-type: none"> Examples provided of initiative and responsiveness in relation to other duties

III. KEY DELIVERABLES

- In accordance with Performance Indicators listed above.
- Within four (4) weeks performed services accordingly to the needs and as instructed;
- Quarterly progress report against the agreed tasks and performance submitted to the Supervisor for Administration and Finance
- Provide an End-of-Assignment report to the Supervisor for Administration and Finance through the Administration and Finance Unit, no later than 10 working days prior to the end of contract.

IV. PERFORMANCE EVALUATION

The performance of the Cleaner / Janitor cum Administrative Support Services will be appraised and evaluated by the Supervisor for Administration and Finance, using the Performance Appraisal System put in place and monitored by the Supervisor for Administration and Finance of SERVE, I.P. This process will include a probation review

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within two (2) months of the commencement of the contract, regular reporting, ongoing workplace communications and annual performance appraisal. Performance Indicators are in place for all areas within SERVE, and the incumbent's work will be contributing to the achievement of the priorities as set out in their ToR and in the SERVE, I.P.'s Five Year(s) Plan.

**RESPONSE TO THE SELECTION CRITERIA / RESPOSTA BA KRITÉRIU
SELESAUN NIAN**

For the Post of Administrative Support Services (ASS) as: **Cleaner/Janitor cum Administrative Support Services / Ba Postu Serbisu sira Suporte Administrativu nian (SSA) nu'udár: *Empregadu ba Limpeza/Porteiru akompaña ho apoiu ba Serbisu sira Suporte Administrativu nian.***

Please provide your responses concisely and succinctly to the selection criteria are listed below and address to / *Halo favór fornese ita bo'ot sira nia resposta sira ne'ebé badak maibé, loós, lójiku no repletivu ho kritériu selesaun sira ne'ebé mak hakerek iha kraik ne'e no haruka ba:*

Mr. / Sr. FLORÊNCIO DA CONCEIÇÃO SANCHES
Executive Director of SERVE, I.P. / *Diretór Ezekutivu ba SERVE, I.P.*
SERVIÇO DE REGISTO E VERIFICAÇÃO EMPRESARIAL, INSTITUTO PÚBLICO (SERVE, I.P.) / SERBISU BA REJISTU NO VERIFIKASAUN EMPREZARIÁL, INSTITUTU PÚBLIKU (SERVE, I.P.)
Rua de Balide, Balide, Vera Cruz, Díli, Timor-Leste

The Selection Criteria are / *Kritériu Selesaun sira mak:*

No./ Nu.	Requirements/ Rekeztu sira	Responses / Resposta sira	Remarks/ Explikasaun
1	Minimum with Senior High School Diploma / Mínimu ho Diploma Eskola Nível Sekundária		
2	Be committed and motivated to delivery of high quality of cleaning and janitorial services / Kompromete aan no motivadu hodi hala'o serbisu sira limpeza no porteiru nian ho qualidade ne'ebé aas/diak		
3	Good oral and written communication skills in at least of 3 of the following languages: Portuguese, Tétum,		



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	English, and Indonesian / <i>Abilidade komunikasaun ne'ebé diak iha koalia no hakerek ne'ebé kuran liu lian/dalen oin tolu (3) husi lian/dalen hanesan tuir mai ne'e: Purtugés, Tétum, Inglés no Indonézia</i>		
4	Ability to work in a team and under pressure / <i>Abilidade hodi iha ekipa no ho presaun</i>		
5	Highly capable to overseeing the cleanliness and tidiness inside and outside the office and propose the necessary solution as required / <i>Kapável tebes atu hare'e ka tau matan limpeza no kondisaun kabér iha serbisu fatin/eskritóriu laran no liur sira no propoein solusaun nesesáriu hanesan husu/presiza husi serbisu fatin</i>		
6	Excellent Understanding in cleanliness and tidiness inside the office and its surrounding / <i>Iha koñesimentu ne'ebé exselente kona-bá limpeza no kondisaun kabér iha serbisu fatin/eskritóriu laran no nia sorin-sorin sira</i>		



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7	Able to provide good services in cleaning and janitorial as well as the maintenance of the office at daily basis / <i>Bele ka konsege atu fornese serbisu sira ne'ebé diak hodi hala'o limpeza no porteuru nune'e mós manutensaun ba serbisu fatin/eskritóriu iha baze loron-loron</i>		
8	An understanding of maintaining clean and tidy environment for good human health / <i>Koñesimentu hodi mantein ambiente ida ne'ebé diak no kondisaun ne'ebé kabér ba saúde umanu/ema nian ne'ebé diak</i>		

Please insert the date, your name and signature below here / *Halo favór insere ka koloka loron, ita bo'ot nia naran no asinatura iha kraik ne'e.*