Terms of Reference for Clerk/Document Controller

1. Background

The Government of Mauritius has received a loan from the International Bank for Reconstruction and Development (IBRD) and a grant from the European Union towards the financing of a Rodrigues Airport Project. The objective of the Project is to improve air transport access and enhance the climate resilience and productivity of the island of Rodrigues. The primary investment is the development of a new airport runway and associated facilities. A portion of the funding proceeds will be used to finance technical assistance and consultant services.

Located 560 kilometres east of Mauritius, Rodrigues relies heavily on the tourism sector for its economic development. Air transport provides critical connectivity that is vital to the island and is crucially important from a social and economic perspective. The tourism sector depends upon on safe and secure air transport infrastructure and airline services to and from Rodrigues. Enhancing the airport's operational capabilities to enable access for larger aircraft can improve access, increase efficiency, and attract new investment. The enhanced facilities will also create opportunities for export of local products from Rodrigues, supporting the development of the local economy.

The project is defined around five components:

Component 1: Infrastructure Development. The component consists of the construction of a new runway and safety areas, taxiways, apron expansion, parking stands designed for Code C aircraft. It includes the installation of (i) airfield ground lighting and control systems for the new runway, (ii) floodlighting and ground power units for the apron, and (iii) navigational aid systems for the new runway. A new perimeter road, a service road, a new gate post and access roads, a car park will also be constructed, along with associated fencing and landscaping of the property. New power and water supply systems and sewerage treatment plant are included in the component. The component includes construction of a new control tower comprising all ancillary facilities and equipment, a new rescue and fire-fighting station with all associated amenities, a boat house, ramp and jetty, a new meteo building, quarantine building, power center buildings.

Component 2: Technical Assistance for Project Implementation and Sector Reforms. Technical assistance activities include: (i) assessments to support growth and resilience in the aviation sector; (ii) detailed assessment of the potential impact of climate change on the infrastructure and operation of *Plaine Corail* airport; (iii) capacity building to enhance safety oversight; and (iv) training and capacity building initiatives to support Airport of Rodrigues Limited, AML, and relevant government of Mauritius staff on issues of climate change, climate resilience, gender in aviation and aviation safety. Project implementation support, including for the direct management of project activities, recruitment of a Project Implementation Unit, environmental and social studies, and audits, and training is also included.

Component 3: Support Rodrigues' Sustainable Integrated Development with a Particular Focus on Access to Water and Food Security. The component will support strengthening of the local food system, including the provision of technical assistance and capacity building in specific

areas such as extension services, improved fisheries management, post-harvest efficiency, food safety and traceability and climate smart technologies for agriculture and fisheries, to strengthen food security, value addition and reductions in food loss and waste. It will also support improved water management and development, including the provision of technical assistance and small investments for the strengthening of the integrated water resources management and development in Rodrigues Island covering: (i) protection and rehabilitation of existing water sources including desalination, assessing the potential of groundwater, identification and designing of a new reservoir(s) to reduce the demand-supply gap; (ii) development of sanitation improvement plans for safe treatment and disposal of wastewater and fecal sludge; (iii) institutional development support for Rodrigues Public Utilities Corporation to improve the financial sustainability of water supply operations as well as capacity building for staff; and (iv) technical assistance to support the development of regulation and technical standards for desalination plants

Component 4: Supporting the Sustainable Development of the Tourism Sector in Rodrigues. This component will include (a) supporting tourism promotion and attraction of investments, (b) tourism sector skills development, and (c) sustainable tourism among micro, small and medium enterprises (MSMEs) through a MSMEs Grants program to sustainably upgrade and retrofit their product offer. Technical assistance activities will target: (i) increasing the capacity of the Rodrigues Commission for Tourism (CT) and Discovery Rodrigues to undertake location brand building process and promotional products; (ii) reviewing CT institutional capacity to strengthen its institutional structure, strategic alignment and focus, organizational framework and resourcing, as well as its service delivery; (iii) engaging an international branding consultancy firm to support Rodrigues' tourism market branding; and (iv) improvement of government-to-business (G2B) services, including digitization of registration, licensing, and permitting procedures in the tourism sector to enhance attraction of investments.

Component 5: Contingent Emergency Response: This Component will facilitate access to rapid financing by allowing for the reallocation of uncommitted project funds in the event of a natural disaster.

2. Implementation Arrangements

Airport of Mauritius Co. Ltd. (AML) is the executing agency responsible for project implementation and is establishing a dedicated Project Implementation Unit (PIU) based on Rodrigues Island. AML's role covers technical, procurement, financial management, monitoring and evaluation, and implementation of World Bank's Environmental and Social Framework (ESF) requirements. The PIU will be housed within Airport Rodrigues Co, Ltd (ARL) offices for seamless collaboration. Two technical units will be established in the PIU. "Project Technical Unit-I" (PTU-I) is responsible for the technical aspects of Components 1 and 2; "Project Technical Unit-II" (PTU-II) will be housed at RRA Office and is responsible for Components 3 and 4 of the Project. A Project Manager oversees the full PIU and will lead PTU-1; A Project Coordinator, will support project management and will lead PTU-2 and will report to the Project Manager of the PIU.

3. Objective of the Assignment

The Clerk/Document Controller in the Project Implementation Unit (PIU) will report to the Project Manager and Project Coordinator of the PIU and will support the overall preparation, management and implementation of projects for all components of the project.

The main objective of the Clerk/Document Controller will be to manage and control all documentation processes, ensuring that documents are systematically organized, stored, and easily accessible to authorized personnel.

4. Scope of Service

The Clerk/Document Controller's activities will include, but will not be limited to, the following:

- **Administrative Support:**
  - Assist in daily office operations, including filing, data entry, and maintaining records.
  - Manage correspondence (emails, letters, and packages) and direct inquiries to appropriate personnel.
  - Prepare minutes of meeting and associated reports.
  - Carry out other functions related to the projects as directed by the key personnel of the PIU

- **Document Management:**
  - Organize and maintain physical and electronic files.
  - Ensure all documents are accurately filed and easily retrievable.
  - Receive, log, and categorize all incoming documents (e.g., contracts, reports, and correspondence).
  - Maintain a systematic filing system (both electronic and physical) for easy retrieval.
  - Implement version control processes to track changes and updates to documents.
  - Review documents for completeness, accuracy, and compliance with organizational standards.
  - Conduct regular audits of documents to ensure adherence to procedures.
  - Manage access permissions for sensitive and confidential documents.
  - Ensure proper security measures are in place to protect sensitive information.
  - Provide training to staff on document control procedures and best practices.
  - Assist team members with document management software and tools.

- **Data Entry:**
  - Input and update information in databases and spreadsheets.

- Verify the accuracy of data entered and conduct regular audits.

- **Reporting and Tracking:**

  - Generate reports on document status, revisions, and compliance metrics.
  - Maintain logs of document submissions, reviews, and approvals.

- **Customer Service:**

  - Greet and assist visitors, answering queries and directing them to the appropriate staff.
  - Handle customer inquiries and provide support via phone, email, or in person.

- **Scheduling:**

  - Assist in scheduling appointments and meetings, coordinating with relevant parties.
  - Maintain calendars for staff and ensure timely reminders.

- **Inventory Management:**

  - Monitor office supplies and order replacements as needed.
  - Assist in maintaining inventory records and tracking usage.

5. Qualifications, knowledge and experience:

The Clerk/Document Controller should have the following qualifications and skills:

a. The Clerk/Document Controller must possess at least a Bachelor's degree in Business Administration, Information Management, or a related field.

b. She/He must have a minimum of 10 years' experience in document control or administrative support in public or private organization, and/or enterprises.

c. She/He should demonstrate excellent written and oral communication skills, and focusing on maintaining high standards of work quality, reliability and consistency to required deadlines.

d. She/He should demonstrate strong inter-personal and organization skills as well as time-management skill and demonstrated ability to support teams, plan and manage project and teams. She/He should have good attention to details and problem solving abilities.

e. The Clerk/Document Controller shall be well conversant with a Quality Management System such as ISO 9001:2015.

f. The Clerk/Document Controller should be proficient in Microsoft Office Suite and document management systems (e.g., SharePoint, Documentum).

g. Fluent in English, and a good level in French language would be an advantage.

6. Timeframe

The Clerk/Document Controller will perform the scope of this consultancy over a period of two years from contract signature, to be extended annually based on satisfactory performance and work program requirements, up to a total duration of four years. The successful applicant shall be based in Rodrigues.

7. Reporting

The Clerk/Document Controller is required to report to the Project Manager and Project Coordinator of the PIU.

8. Duty Station

The duty station shall be at ARL offices/RRA office in Rodrigues.

9. Language

Language must be in English, and also French would be an advantage.

10. Deliverables

Document Registration and Logging:

- Maintain a comprehensive log of all incoming and outgoing documents.
- Ensure all documents are categorized and indexed accurately for easy retrieval.

Document Organization:

- Develop and maintain an organized filing system (both electronic and physical).
- Implement a consistent naming convention and version control for all documents.

Quality Control Reports:

- Generate regular reports on document status, including completion rates, accuracy, and compliance with organizational standards.
- Conduct audits of documents to ensure adherence to established procedures.

Training Sessions:

- Conduct training for staff on document control processes and tools.
- Develop training materials and user guides for reference.

Access and Security Management:

- Maintain an access control list for sensitive documents, ensuring only authorized personnel can access them.
- Implement security measures to protect confidential information.

Communication and Coordination:

- Facilitate communication between teams regarding document needs and updates.
- Coordinate with project teams to ensure timely submission and approval of documents.

Document Review and Approval Processes:

- Manage the workflow for document reviews and approvals, ensuring timely processing.
- Maintain records of all revisions and approvals, tracking the history of document changes.

Compliance Documentation:

- Ensure all documentation meets relevant regulatory and compliance standards.
- Maintain records of compliance checks and audits.

Backup and Disaster Recovery Plans:

- Implement and maintain backup procedures for all critical documents.
- Develop a disaster recovery plan for document retrieval in case of data loss.

Performance Metrics:

- Provide periodic updates on key performance indicators (KPIs) related to document control efficiency, such as retrieval times and error rates.

11. Remuneration

A competitive salary will be offered according to the Clerk/Document Controller's qualifications and experience related to the project, but the remuneration and benefits are negotiable.

12. Form of submission of applications:

Applications along with CVs accompanied by other supporting documents (letter of motivation, certificates of qualifications and minimum of 3 references) should be sent to no later than 10 April 2025 at the following e-mail address: **rap.recruitment@aml.aero**

13. Local Taxes

For information concerning any local taxes payable, the contact details for the Mauritius Revenue Authority (MRA) are as follows:

Telephone: +230 207 6000
Fax: +230 207 6053
E-mail: headoffice@mra.mu
Website : http://www.mra.mu

14. Work Permit

For information on any work permit that may be required, contact details for the Economic Development Board (EDB) and the Passport & Immigration Office (PIO) respectively are as follows:

a. Economic Development Board

Telephone: +230 203 3813
Fax: +230 210 8560
E-mail: op@edbmauritius.org
Website links : https://edbmauritius.org/work-live and https://residency.mu/work/professional-employed-in-mauritius-by-a-multinational-or-a-local-company/

b. Passport & Immigration Office

Telephone: +230 260 2073
Fax: +230 210 9322

E-mail: piomain@govmu.org
Website: https://passport.govmu.org/