# CCM ADMINISTRATIVE ASSISTANT

## 1. JOB SUMMARY

<table>
<thead>
<tr>
<th>Job Description Number</th>
<th>UCCM-JD05</th>
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<tbody>
<tr>
<td><strong>Job Title</strong></td>
<td>Administrative Assistant, Uganda Country Coordinating Mechanism (CCM).</td>
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<tr>
<td><strong>Duration of Contract</strong></td>
<td>2-3 years renewable based on satisfactory performance and availability of Global Fund support and in-country co-funding for CCM operations. Probation period: 3 Months.</td>
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<tr>
<td><strong>Duty Station</strong></td>
<td>Kampala, Uganda</td>
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<td><strong>Reports to</strong></td>
<td>CCM Secretariat Coordinator/Executive Secretary</td>
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<td><strong>Responsible for</strong></td>
<td>CCM general administration and logistical management for activities, office management, assigned staff (interns/volunteers), outsourced service providers and suppliers.</td>
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<tr>
<td><strong>Job Purpose</strong></td>
<td>To provide administrative, office management and logistical planning support to the CCM Secretariat and CCM activities within the following broad functions:</td>
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<td>• Management of the CCM Secretariat office, front desk/reception, administrative systems, filing systems, stores and supplies, archivés and back-ups, equipment and property.</td>
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<td>• Routine administrative and logistical planning support to the CCM Secretariat Coordinator/Executive Secretary, CCM Technical Advisors, CCM Committees and Technical Working Groups (TWGs)/ Ad-hoc Task Teams, CCM Board, Global Fund missions and visiting delegations.</td>
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<td>• Human Resource (HR) administration and management support to the CCM Secretariat Coordinator/ Executive Secretary.</td>
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<td></td>
<td>• Administration and Logistics Management (including leading on the CCM Secretariat Administration systems and support to the CCM procurements)</td>
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<td>• Support the coordination of the logistical and administrative arrangements for the writing of Uganda’s funding applications/requests to the Global Fund including the prior PR selection processes, stakeholder consultation meetings; and subsequent processes of coordinating responses to the Technical Review Panel (TRP) comments, Grant Negotiations/Making and Grant Signing/Launch events</td>
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<td></td>
<td>• Administrative support to the CCM Finance &amp; Procurement department including financial administration, basic accounting (book keeping) and procurement function</td>
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<td>• Documentation, record keeping and archiving of information from CCM activities, events and meetings</td>
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<td></td>
<td>• Tracking changes in CCM Membership and regularly updating</td>
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the CCM Members’ & Ex-Officios’ contact details and Conflict of Interest Declaration Forms.
- Tracking CCM Members’ attendance at CCM Meetings, oversight field site visit activities; and informing CCM the Secretariat Coordinator/Executive Secretary of any required action as stipulated in the CCM Governance Manual

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<td>Working Relations</td>
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<tr>
<td>- Ex-Officio member of the CCM Board as part of the CCM Secretariat Team</td>
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<td>- Provides administrative and logistical assistance to all key functional heads at the CCM Secretariat; his/her performance is supervised on task basis by the CCM Secretariat Coordinator/Executive Secretary and the CCM Technical Advisors.</td>
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<tr>
<td>- Member of the CCM Secretariat Team (CST) and Secretary to the CCM Secretariat Team meetings</td>
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<td>- Member of the CCM Secretariat Tender/Procurement Committee</td>
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<td>- Secretary to the CCM Secretariat Staff Welfare Committee</td>
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<tr>
<td>- Supports the CCM Secretariat Management Team (SMT) in coordinating and implementing CCM oversight activities as needed.</td>
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<tr>
<td>- Provides administrative and logistical support to the CCM Secretariat, Committees of the CCM Board, nominated Ad hoc Task Teams and Technical Working Groups (TWGs) in CCM oversight related tasks &amp; other short-term assignments.</td>
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<td>- Liaises with staff in other departments and with external contacts including suppliers, and key stakeholders of the CCM and the Global Fund.</td>
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<td>- Supervises the performance of the assigned Interns and Volunteers at the CCM Secretariat.</td>
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1. MAIN RESULT AREAS AND RESPONSIBILITIES

**Functional Area 1: General Administration (30%)**

(a) Establish and regularly maintain a robust and fully functional CCM Administration Management, record-keeping and archiving system
(b) Participate in the development and support implementation of the CCM strategic plan and oversight plans, governance and operational manuals, and annual work plans.
(c) Participate in the CCM’s resource mobilization initiatives and supports the timely development and submission of CCM work plans and budgets annually
(d) Assist in implementing CCM Administration policies and procedures
(e) Maintain safe custody of administration related records and information
(f) Manage the routine functioning of the CCM Secretariat offices, including the maintenance of office equipment, furniture, supplies and communications (mail, phones, email, internet, website, etc.)
(g) Ensure that all office equipment and furniture is in good working conditions and routinely serviced/repaired in accordance with the CCM policies and procedures
(h) Lead in the area of general office management and recommend areas for improvement
(i) Liaise with the responsible officers at the CCM Secretariat and ensure the maintenance of office equipment, furniture, facilities, utility services and payment of utility bills on time
(j) Maintain a record of participation and/or attendance of CCM members and Alternates at all meetings, oversight CCM field visits; and inform the CCM Secretariat Coordinator where a
member’s attendance does not conform to the requirements established in the CCM Governance Manual.

(k) Provide Office Administrative support to the CCM Secretariat Team
(l) Maintain the CCM Secretariat Diary and regularly update the CCM Calendar of scheduled meetings, events and activities
(m) Deliver documents and messages to their destinations within and outside of office premises
(n) Ensure that the CCM Secretariat office premises (windows and doors) are opened and securely locked at the end of the day; and carry out a security check of the office on a daily basis
(o) Establish and keep a regularly updated database of contact addresses of all stakeholders for the CCM and business associates (including suppliers) for the CCM Secretariat
(p) Deal with telephone and email enquiries (using an email system, digital media, web-based communication and internet tools)
(q) Answer telephone calls and route the calls to the appropriate person, taking messages as required
(r) Maintain a robust filing and archiving system, creating memos, opening and recording the mail/correspondences delivered to the CCM Secretariat.
(s) Assist in maintaining records & files, scanning documents, disseminating and archiving CCM records and documentation
(t) Establish and maintain an updated and fully functional CCM Secretariat Contacts Management system
(u) Sort and distribute incoming mail; and organize and send outgoing mail/correspondences
(v) File and keep up-to-date records of correspondences from and to the CCM
(w) Order office supplies, maintain and keep track of office inventory and equipment e.g. stationery, computers and printers.
(x) Maintain a consistent stock of CCM information flyers, leaflets, brochures, information packs/folders and all routine CCM communication materials for distribution and dissemination
(y) Assist in preparing materials for the CCM Board meetings, produce records of meetings proceedings; review and edit reports for the CCM Board upon management requests
(z) Support the production of documents including reports, minutes, memos and letters as may be directed
(aa) Provide administrative support to ensure that the CCM Committees and Board recommendations, actions and decisions are implemented
(bb) Attend meetings, assist in recording and submitting minutes and other pertinent documents for approval
(cc) Take minutes of the CCM Secretariat Team meetings
(dd) Assisting in ensuring timely scheduling of CCM Committees and Board meetings and other requirements
(ee) Establish and maintain an efficient document filing system
(ff) Conduct research to assist with the preparation, revision and update of CCM policies and procedures
(gg) Organise, store and dispose paperwork, documents and computer-based information securely
(hh) Train and supervise junior staff (including interns & volunteers) and delegate work as required
(ii) Deal with many people from all levels of the organization as well as visitors, business associates and key stakeholders
(jj) Provide other administrative, coordination and logistical support services as may be assigned from time to time
(kk) Carry out additional tasks within the CCM’s mandate as may be requested by the CCM Secretariat Coordinator /Executive Secretary and CCM Executive Committee from time to time.
Functional Area 2: CCM Secretariat Front Desk and Management of the Reception Area (5%)

(a) Professionally and warmly receive visitors and perform reception functions at the front desk office/reception of the CCM Secretariat; in line with CCM rules, regulations and procedures
(b) Maintain the CCM Secretariat Front Desk/Reception area and equipment in a clean and tidy manner at all times
(c) Attend to visitors and notify the relevant CCM Secretariat members of staff and Board accordingly
(d) Provide the requested information, take messages or redirect inquiries to the appropriate offices

Functional Area 3: Logistical Planning and Coordination Support (25%)

(a) Provide administrative and logistical support for the coordination of CCM activities, meetings, Technical Assistance, Global Fund and development partner delegations, and other CCM visitors.
(b) Provide/ and coordinate logistical support for the oversight field/site visits by CCM Oversight Committees and other CCM sponsored events.
(c) Provide administrative and logistical support to CCM Members for field visits to Global Fund programme implementation sites in Uganda;
(d) Prepare drafts, revise, deliver and manage correspondences to the CCM Secretariat Coordinator/Executive Secretary’s office
(e) Assist in coordinating arrangements for capacity building training sessions; and other in-house and external events for the CCM Members and CCM Secretariat staff members.
(f) Organise travel, accommodation and subsistence arrangements for CCM Members, Secretariat staff and other external contacts for regional & international meetings, workshops and conferences
(g) Provide administrative and logistical support to the CCM members for meetings, retreats, site visits, venue, catering, travel, and supplies
(h) Planning and coordination of logistical arrangements for internal and external meetings, conferences, retreats and workshop; and coordinate transport arrangements for staff and CCM members
(i) Arrange for transport, visas and reservations for official visitors to the Uganda CCM
(j) Ensure effective implementation of the CCM Motor Vehicle Operation and Management Policy; and the related CCM Transport Policy and procedures
(k) Provide logistical support to various teams during the coordination process for the country’s grant funding request/application/proposal writing process.
(l) Organize and prepare logistics for all CCM meetings, retreats, trainings, and workshops under the guidance of the CCM Secretariat Coordinator/ Executive Secretary. Main tasks may include among others:-
   i. Assisting in sourcing, arranging and booking meeting, conference facilities and venues;
   ii. Organizing transport, government clearances, visas, accommodation and security arrangements as required;
   iii. Distributing CCM Board and CCM Committee meeting invitations, agendas, meeting information packs and other relevant documents within set timelines;
   iv. Assisting in the preparation, printing, photocopying, scanning, filing and archiving all relevant documents;
   v. Distributing minutes and other meetings documents for all CCM and CCM Committee meetings within set timelines as instructed.

Functional Area 4: Human Resource (HR) Administration and Management Support to the CCM Secretariat Coordinator/ Executive Secretary (20%)

(a) Perform administrative and secretarial duties associated with the CCM Secretariat Coordinator/Executive Secretary’s office including public relations work and making appointments
(b) Direct and ensure smooth flow of visitors to the CCM Secretariat Coordinator/Executive Secretary’s office and maintain a visitor’s registration book
(c) Coordinate all logistical planning and scheduling of the CCM Secretariat Coordinator/Executive Secretary’s office meetings, workshops and retreats
(d) Assist in preparing schedules, agendas, minutes and notices for the CCM Executive Committee and Board meetings
(e) Assist in preparing correspondences for the CCM Executive Committee Members and CCM Board Members
(f) Assist in following up on and implementation of the management actions, decision points and recommendations from CCM Committee and Board meetings
(g) Maintain a record of CCM members’ participation and attendance at all CCM oversight activities, meetings, Retreats; and inform the CCM Secretariat Coordinator of those instances when individual member attendance does not conform to the requirements of the CCM Governance Manual
(h) Assist in following up on and implementation of the actions in the CCM Eligibility & Performance Assessment (EPA) Performance Improvement Plan (PIP)
(i) Assist in the maintenance of CCM Membership contact information and providing current membership lists to the key stakeholders.
(j) Ensure annual circulation, signing and secure & confidential storage of the signed Conflict of Interest Declaration forms and Members’ information forms.
(k) Maintain security and confidentiality of CCM documents and correspondences to the CCM Board Chair and CCM Secretariat Coordinator/Executive Secretary
(m) Manage paper and electronic files, databases and a variety of other projects being handled by the CCM Secretariat Coordinator/Executive Secretary
(n) Assist in the administration of staff allowances and benefits as guided/ instructed.
(o) Provide administrative assistance in the recruitment processes including placement of job advertisements, receiving applications, communication to candidates and recruitment task team and interview panel.
(p) Keep diaries and arrange appointments
(q) Create and maintain filing and other office systems in the office of the CCM Secretariat Coordinator/Executive Secretary
(r) Assist in staff orientation and inductions processes including opening of files for new CCM Secretariat staff, volunteers, interns, etc.
(s) Monitor staff contracts and initiate review of contract through necessary communication to supervisors and line managers at the CCM Secretariat
(t) Prepare contract renewals, process leave requests; ensure appropriate leave authorization and administration as per set CCM policy guidelines
(u) Assist in the coordination and administration of disciplinary processes including the clearance and closing of staff employment files.
(v) Support CCM compliance and resource mobilization for CCM operations.

**Functional Area 5: Administrative Support to the CCM Finance & Procurement Department (10%)**

(a) Help generate financial data and programmatic information required in developing CCM work plans, budgets, and periodic financial performance reports.
(b) Assist in financial management and accounting administration, including basic accounting (book keeping)
(c) Assist the CCM Finance & Procurement department in planning, coordinating and executing the procurement activities of the CCM and CCM Secretariat according to the CCM Procurement Plan
(d) Support the coordination process for sourcing, purchasing and supplying goods for the CCM Secretariat and CCM activities.
(e) Support the CCM Finance & Procurement department in verifying samples of suppliers’ items before delivery, prepare and distribute the administration department Local Purchase Orders (LPOs) to suppliers to ensure quality and timely delivery of office supplies
(f) Ensure timely distribution of delivered items to the respective offices for smooth CCM Secretariat operations
(g) Undertake routine stock-taking and ensure availability of office supplies all the time
(h) Maintain an updated asset register; ensure proper management, maintenance and security of all office supplies, equipment and property (inventories).
(i) Maintain and regularly update the CCM's commodity inventory, and manage and control the CCM Secretariat Stores
(j) Assist in maintaining accounting records of all CCM receipts and expenditures.
(k) Assist in keeping the CCM accounting system posting of income and expenditure updated on a regular basis as required.
(l) Support the preparation of payment vouchers for review and approvals as stipulated in the CCM Financial Management and Accounting Regulations.
(m) Assist in the management of the CCM Secretariat petty cash payments, maintain payment records and follow up on accountability for documents & reports.
(n) Assist in the preparations for the internal & external audits and assessments of the CCM Secretariat's Finances.
(o) Oversight to ensure that all the CCM's fixed assets are engraved
(p) Support the CCM Secretariat banking transactions as needed.
(q) Lead on the procurement of the items needed for the CCM Secretariat office maintenance and operational running.

Functional Area 6: CCM Documentation, Information and Communication (10%)

(a) Establish and maintain a proper archiving system both in electronic and paper form for the CCM.
(b) Monitor to ensure that the official CCM website is functional, interactive and regularly updated.
(c) Monitor to ensure that the CCM Secretariat email is functional and that communication received is responded to in a timely manner.
(d) Under guidance of the respective supervisors, maintain comprehensive archives (both electronic and paper copies) of documents and reports on all CCM events, meetings and activities for ready access by CCM Members, the Local Fund Agent (LFA), the Global Fund Secretariat and other key stakeholders. These documents and reports may include among others:
   i. General CCM Secretariat office administration and Human Resource files
   ii. Records of minutes, correspondence and decisions of the CCM, its Committees and Technical Working Groups (TWGs)/Ad-hoc task teams;
   iii. Documentation regarding the nomination/selection/election and appointment of CCM Members from the various constituencies of the Uganda CCM Board;
   iv. Communication and documentation regarding development of the country’s Grant Funding Requests/Application/Proposal Concept Notes, including details of the Consultants engaged;
   v. Records associated with the renewal, selection and nomination of Principal Recipients (PRs);
   vi. CCM Site visit reports and expense vouchers;
   vii. Financial records of the CCM, the CCM Secretariat and its activities.
   viii. Programmatic reports of the CCM, the CCM Secretariat and its activities.
   ix. Annual reports of the CCM and its activities.

(e) Assist in the distribution/circulation of CCM information bulletins, oversight briefs, newsletters, activity reports, annual reports and communication materials to stakeholders as directed.
(f) Monitor to ensure that the CCM documents and records are regularly & securely backed-up and archived as per Global Fund and CCM policy, guidelines and requirements
(g) Regularly update the CCM membership details, ensure that they are publicly available and the Global Fund Secretariat is informed of any changes.
(h) Support the distribution of Global Fund guidelines and other necessary documents to CCM members and relevant stakeholders as directed
(i) Provide support for communication and information sharing as decided by the CCM and maintain communication channels (website, newsletter, email updates, etc.) with stakeholders and the public; as directed
2. KEY ACADEMIC QUALIFICATIONS, KNOWLEDGE AND WORK EXPERIENCE

(a) An Honor’s Bachelors’ Degree in Business Administration/Management, Office Administration/Management, Secretarial Studies, Human Resource Management, Public Administration, Procurement & Logistics Management, Development Studies, Public Health, Information & Communication Technology, Records Management or any other management related degree from a recognized University
(b) A Post Graduate Diploma or Masters’ Degree in any other related or relevant field is desirable.
(c) Certificate or basic professional qualification in Secretarial Studies and Administration, Human Resource Management, Procurement, Logistics, Records Management & Archiving or Accounting is an added advantage.
(d) Additional training in customer care is an added advantage
(e) Minimum 3 years’ general work experience in a busy and multi-cultural environment; in a senior office reporting to the Managing Director/Executive Director/Chief Executive Officer/Executive Secretary/Coordinator.
(f) At least 2 years’ experience in administration, front desk/reception management, office management, customer care, logistics, procurement, and book keeping in a reputable multi-donor and/or private sector organization in Uganda.
(g) Experience of working with multi/bilateral organizations, Private sector firm/company, national and/or international NGOs is an advantage
(h) Experience and skills in logistical planning and management
(i) Experience in writing and producing detailed management reports
(j) Experience in composing and responding to/answering emails as directed by management
(k) Experience of working as the human resources liaison in the office is an advantage
(l) Knowledge of image software programs, databases and accounting software is an added advantage.
(m) Knowledge of how to run and troubleshoot office equipment e.g. computers, photocopiers, printers, scanners, etc.
(n) Training in video conferencing, phone systems and database management is an added advantage
(o) Valid driving license is an added advantage.

3. CORE COMPETENCES AND SKILLS

(a) Knowledge of modern office management, administration and customer care procedures is highly preferred
(b) Excellent Administration and Office Management competencies and skills
(c) Excellent people management skills, with proven ability to communicate, engage and interact with high-level officials from the Government, Civil Society, Development Partners/Donors and the Private Sector.
(d) Excellent administrative, organizational, coordination and logistical planning skills.
(e) Good numerical skills and highly detail-oriented (attention to detail)
(f) Excellent oral/verbal and written communication skills
(g) Good team work and interpersonal skills
(h) Good problem-solving abilities
(i) Ability to compile information, analyze data according to protocols, and prepare reports
(j) Ability to maintain updated administration and office management information & records
(k) Ability to operate modern office equipment.
(l) Attention to detail and ability to maintain confidentiality of information & documents handled
(a) Ability to work and communicate effectively with a diverse range of stakeholders.
(b) Ability to work in a fast-paced and deadline & output-oriented environment while remaining calm and professional.
(c) Good report writing, editing and data management skills are essential
(b) Ability to take initiative and work proactively with minimal supervision
(c) Records management and archiving competencies and skills
(d) Public relations and customer care skills
(e) Desktop publishing, inventory control, records & archives management, supervisory and accounting skills are desirable
(f) A pleasant and friendly personality is highly preferred and other interpersonal skills e.g. patience, tact and the ability to maintain composure are also valuable
(g) Ability to efficiently handle/manage multiple tasks simultaneously; set priorities and work in a winning team
(h) Ability to use a variety of office software packages for managing tasks including email, scheduling, word processing and spreadsheet programs.
(i) Willingness to take and follow direct orders
(j) Proficiency in English language skills
(k) Proficient use of Microsoft Office software, digital media, web-based communication and internet tools.

4. KEY PERFORMANCE INDICATORS

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<tr>
<th>Functional Area</th>
<th>Key Performance Indicator</th>
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| 1. General Administration (30%) | • A robust and fully functional CCM Administration management and archiving systems established and regularly maintained  
<pre><code>                          | • Effective and efficient Administration and Front Desk service provided to the CCM Secretariat                                                                                                                        |
</code></pre>
<p>|                               | • A friendly, clean and welcoming CCM Secretariat Front Desk and Reception area                                                                                                                                           |
|                               | • Timely, coordinated and streamlined development and submission of the CCM’s work plan and budgets in support of the CCM’s resource mobilization initiatives and programmes                                                      |
|                               | • CCM Board and CCM Executive Committee meeting notifications made promptly with agreed agenda and supporting documents circulated within the stipulated timeframes.                                                            |
|                               | • Effective and timely administrative and logistical support provided to the CCM Secretariat in the planning, organization and coordination of CCM meetings, oversight field visits, CCM Retreats, CCM orientations capacity building training activities and any other CCM activities as necessary |
|                               | • CCM Board and CCM Executive Committee minutes distributed to members promptly after CCM meetings.                                                                                                                     |
|                               | • The CCM’s Fixed Assets Register and commodity inventory regularly maintained, updated; and CCM Stores effectively controlled and managed                                                                                                                                     |
|                               | • Effective and timely coordination of the CCM logistical and administrative arrangements for the writing &amp; submission of Uganda’s grant funding applications/ requests to the Global Fund (including the prior PR selection processes, stakeholder consultation meetings; and subsequent processes of coordinating responses to the Technical Review Panel (TRP) comments, Grant Negotiations/Making and Grant Signing/Launch events) |
|                               | • The CCM’s Fixed Assets Register maintained, regularly updated and all fixed assets engraved                                                                                                                          |
|                               | • Employee performance appraisal ratings &gt; 70%                                                                                                                                                                           |</p>
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| 2. CCM Secretariat Front Desk and Management of Reception Area (5%) | • Professional, efficient and welcoming CCM Secretariat Front Desk/Reception service  
• Visitor and employee satisfaction index > 80%. |
| 3. Logistical Planning & Coordination Support (25%) | • Positive stakeholder feedback on logistical arrangements and coordination of various CCM activities, meetings and events (survey).  
• Employee performance appraisal ratings > 70% |
| 4. Human Resource Administration and Management Support to the CCM Secretariat Coordinator/Executive Secretary (20%) | • Routine administration management and logistical planning support to the CCM Secretariat Coordinator/Executive Secretary  
• Robust and fully functional administration, records/documents and office management system  
• CCM Secretariat staff contracts monitored and updated in time  
• Correspondences and communication recorded and responded to in a timely manner  
• CCM Secretariat leave and absence records collated, submitted to the CCM Secretariat Coordinator, shared with the CCM Finance department, filed and regularly updated a monthly basis.  
• Employee and work environment satisfaction index > 80%.  
• Employee performance appraisal ratings > 70% |
| 5. Administrative Support to the CCM Finance & Procurement Department (10%) | • Timely update and production of the CCM Financial Administration information  
• Timely update, production and dissemination of various CCM financial, procurement audit reports  
• Timely follow-up on and implementation of the management actions in the annual CCM external audit reports and management letters  
• Regular and timely follow up on the implementation of agreed management actions in the Management letters from the Local Fund Agent (LFA), the Global Fund Secretariat and Global Fund Office of Inspector General (OIG).  
• Employee performance appraisal ratings > 70% |
| 6. CCM Documentation, Information and Communication (10%) | • Records accurately, confidentially and securely maintained on CCM finances, Board Members’ information, Board and Committee oversight activities.  
• CCM communication materials, news bulletins, oversight briefs, newsletters and materials circulated in time  
• Functional CCM Secretariat email, checked and responded to in a timely manner.  
• Functional, interactive and regularly checked and updated CCM website. |
| 7. Additional functions/ and performance requirements | • As per CCM Strategic Plan priorities, CCM Performance Framework, CCM Secretariat Performance framework and CCM Secretariat Operational Manual requirements detailed in the employee’s annual work plan. |