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NATIONAL PENSION AND PROVIDENT FUND

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Terms of Reference, Personal Assistant, CEO's Office

Position	Slot	Qualification	Work experience	Grade	Basic Salary
Personal Assistant, CEO's Office, HO, Thimphu	1	Class 12 pass with minimum aggregate of 50%	Nil	12	Nu.14,450/-
Allowances: a) 20% House Rent Allowance. b) 40% Pension and Provident Fund Management Allowance c) Monthly Lumpsum increment Nu. 9,000/- d) Maximum two months basic salary as ex-gratia based on organizational performance. e) Maximum of 25% of the total basic pay per annum as Performance Based Variable Incentives based on individual performance. f) Staff incentive housing loan, vehicle loan, and education loan at 5% interest rate.					

Title of Position:	Personal Assistant to CEO
Reports To:	CEO
Office	Office of the Chief Executive Officer
Purpose of Position:	
The Personal Assistant to the Chief Executive Officer (CEO) provides comprehensive executive and administrative support to ensure the efficient and effective functioning of the CEO's Office. The role is responsible for managing the CEO's schedule, correspondence, meetings, and communications, coordinating follow-up actions, and facilitating effective engagement with internal and external stakeholders. Additionally, the position supports the administration of the CEO's Office by maintaining office resources, coordinating the upkeep of office furniture and equipment, managing office records and the library, and ensuring compliance with organizational policies, confidentiality requirements, and information security standards. Through proactive coordination and professional administrative support, the Personal Assistant enables the CEO to focus on strategic priorities while contributing to the overall efficiency and effectiveness of the organization.	
Duties, Responsibilities and Accountabilities	
1. Provide day-to-day administrative and coordination support to the CEO, ensuring the smooth functioning of the CEO's Office. 2. Manage the CEO's calendar by scheduling and coordinating meetings, appointments, official engagements, and travel arrangements to optimize time and ensure smooth operations. 3. Prepare, receive, screen, and manage all correspondence on behalf of the CEO,	



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including letters, emails, memoranda, and other official communications, ensuring accuracy, professionalism, and timely action.

4. Monitor and follow up on the CEO's directives, decisions, and action points to ensure timely implementation, coordination, and closure of assigned tasks.
5. Receive, greet, and coordinate visitors, guests, and stakeholders meeting with the CEO, ensuring courteous, professional, and efficient service at all times.
6. Maintain the CEO's office, including the upkeep of furniture, equipment, and other office assets, ensuring a clean, functional, secure, and professional working environment.
7. Maintain an adequate stock of office and hospitality supplies required for the CEO's Office, including tea and refreshments, envelopes, khadar, and other essential items, ensuring uninterrupted availability.
8. Maintain and organize the CEO's office library, records, and reference materials, ensuring they are current, properly catalogued, and readily accessible.
9. Ensure compliance with organizational policies, procedures, and end-user acceptable use requirements in accordance with ISO/IEC 27001 and ISO/IEC 27701, while maintaining the confidentiality and security of information handled by the CEO's Office.
10. Perform any other duties and responsibilities assigned by the CEO or the supervisor from time to time.

Qualification, Key Skills and Competencies

Qualification:

- Class 12 pass with minimum aggregate of 50%

Key Skills and Competencies:

1. **Effective Communication:** Excellent written and verbal communication skills to handle correspondence professionally on behalf of the CEO.
2. **Time Management and Organization:** Proven ability to manage schedules, prioritize tasks, and coordinate meetings and events efficiently.
3. **Attention to Detail:** High level of accuracy and thoroughness in handling documents, communications, and logistical arrangements.
4. **Technical Proficiency:** Familiarity with office software (e.g., MS Office Suite, calendar tools, email systems) and equipment for daily operations.
5. **Professionalism and Reliability:** Dependable, well-presented, and able to represent the office of the CEO with integrity and professionalism at all times.

Experience: Nil