



**TERMS OF REFERENCE**  
**DRIVER/FACILITIES ASSISTANT (Short Term Temporary)**  
**GUYANA OFFICE**

The World Bank Group (WBG) serves 30 client countries in the Latin America and the Caribbean Region (LCR). Clients range from large sophisticated middle-income clients to IDA countries to small Caribbean states to one fragile state. Despite immense resources, dynamic societies, and an average annual per capita income of about \$4,000, deep inequalities persist in most LCR countries, with nearly a quarter of the Region's people living in poverty. The Bank's strategy in LCR is focused on five pillars: (a) stimulating growth and improving competitiveness; (b) reducing poverty and inequality; (c) making governments and institutions work for people; (d) providing a platform for tackling global issues (climate change, trade, disease, migration), and (e) reducing risk, whether from extreme weather events, climate change, crime and violence or others.

The WBG program in Guyana is coordinated by an office in Georgetown, Guyana. In addition to coordinating the WBG Program in Guyana, the office also covers the WBG program in neighboring Suriname.

The World Bank Office in Georgetown, Guyana is seeking a highly organized and energized team player, capable of operating effectively and discreetly in a very demanding and culturally diverse environment. Under the leadership of the Operations Officer based in the Guyana Office, s/he will provide a range of transport and facilities related support services in the implementation of the WBG's work program in Guyana. He/She should be a team player who is adaptable to changing business needs and capable of contributing to the team's effectiveness and success. In addition, he/she should be dynamic and resourceful with excellent interpersonal skills and have a proactive approach to their duties.

The Driver/Facilities Assistant coordinates his/her work program closely with the Country Team under supervision of the Country Program Assistant and is able to carry out all of the following tasks independently:

**Roles/Responsibilities:**

***Office Transport Duties***

- Drive Country Office Staff and Visiting Missions to and from meetings, field trips and airport transfers.
- Deliver and collect mail and other items for the office, make payments and assist in making purchases and deposits for the office.
- Perform periodic maintenance of the office vehicle including checks for oil, water, battery, brakes and tires. Where servicing or repairs are required, coordinate with the Country Program Assistant to facilitate.

- Ensure that all vehicle documentation is kept up-to-date including road service license, insurance, etc. and copies should be kept in the vehicle.
- Ensure that the vehicle is kept clean and free from damage.
- Operate vehicle safely and responsibly at all times.
- Follow-up with escort service as necessary to ensure timely and efficient service is provided when required.
- Keep a weekly vehicle log as per the office template. The log shall be submitted weekly to the Country Program Assistant for signature and sent to the Resource Management Officer.
- In the event of accident, follow local laws and World Bank procedures for accident reporting. The Operations Officer or Country Program Officer should be notified as soon as possible.

### ***Facilities Management***

- Ensure the compound and facilities are maintained and in working condition following office procedures for engaging vendors. Activities include ensuring AC units are serviced, generator is fueled, and water purification system, water pumps, fire equipment, plumbing, safety and security systems are in working order.
- Schedule maintenance services based on service standards and verify vendor invoices with the Administrative & Client Support team.
- Maintain good relations with the landlord and service providers.
- Supervise the handyman in undertaking duties around the premises including landscaping.
- Support the office's inventory exercises including reconciliation and disposal.

### ***Information Technology***

- Provide technical support for IT functions which are maintained remotely. This includes liaising with team members in Jamaica, Washington DC and other offices.
- Monitor and troubleshoot systems issues.
- Ensure security and efficiency of IT infrastructure and highlight any issues to the IT Personnel and Operations Officer.
- Support office staff in the operation of new technologies.

### ***Security***

- Ensure security of the office and compound is maintained according to World Bank standards.
- Be the main point of contact for the security firm providing services to the premises.
- Organize security trainings and information sessions with guards to ensure World Bank standards are known and adhered to.
- Serve as alternate Security Focal Point keeping abreast of security matters in country and updating the Regional Security Specialist, Resident Representative and Operations Officer.

***Any other duties that may be assigned from time to time by the Resident Representative, Operations Officer or Country Program Assistant.***

## **Qualifications & Experience**

- A valid national driver's license with a minimum MC, MV class of license.
- A clean driving record and minimum five (5) years driving experience.
- A valid police clearance.
- Good knowledge of roadways and traffic regulations.
- Good English language skills both verbal and written.
- Computer skills including proficiency in MS Word and Excel.
- Moderate electrical and mechanical skill level.
- Ability to work adjusted schedules and overtime when necessary, including evenings and weekends.
- Good physical condition and be able to perform duties requiring strength and endurance including lifting and basic mechanical and property management activities.
- Prior experience working with international agencies is an advantage.
- Prior security and safety training is an advantage.

## **Application Instructions:**

- An application including relevant experiences, the candidate's suitability for the position and details of three (3) referees, two of whom should be from previous employment, should be submitted by email to [wbguyana@worldbank.org](mailto:wbguyana@worldbank.org) no later than 5pm on Friday September 10, 2021.
- Email subject should read: *Application for Driver/Facilities Assistant – First Name Last Name*