

Job profile

Date: August 2026

A. BASIC DETAILS

Establishment post no./Job title/ Mission:	63690445 / Administrative assistant / Astana
Job level / Number of hours	: scale 6 / 20 hours
Salary range	: 423.822,00 - 635.734,00 KZT per month GROSS
	: + benefits (e.g. medical insurance, 13th month)
Starting date	: October 1, 2026
Deadline for applications	: September 10, 2026

SPECIFIC INFORMATION

Administrative assistant is responsible for the daily operation of the Embassy together with the Operational manager and the Deputy Head of Mission. The responsibilities include housing, administrative and logistical tasks for the Embassy in Astana.

The Administrative assistant carries out among others tasks relating to housing, maintenance of the buildings, cars, IT hard/software and other equipment, archiving, stock management, administration of diplomatic mail, BHV (First Aid and emergency response) matters.

The Administrative Assistant may be asked to perform other tasks that support the work processes of the mission (i.e. assist with translations etc). These processes may be subject to a wide variety of regulations and procedures. This requires an individual approach (considerable independence), with knowledge of the embassy's field of work, the employee's own field of work (general affairs), and of organizational and functional arrangements both in and outside the embassy. Special attention will need to be placed to the sensitive nature of the tasks in relation to privacy and/or security aspects.

The Administrative assistant primarily works in the field of administration and accommodation, as well as providing clerical and logistic support.

B.1.1 RESULT AREAS AND RESULTS

- 1. Support for operational management processes (PIOFAH – Housing, Information Systems, Organization, Administration and Accommodation)**
 - A. IT support (inventory, problem solving)**
 - B. Clerical support in the field of accommodation**
 - C. BHV support**
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B.1.2 TASKS

- 1. Support for operational management processes (PIOFAH)**
 - 2. Providing clerical and logistic support for one or more operational management processes in the field of PIOFAH (Information Systems, Organization, Administration and Accommodation). Examples include:**
 - A IT support (inventory, technical problems solving)**
 - Providing clerical support services such as keeping inventory up to date,
 - Maintaining various technical tasks, solving technical issues at the embassy;
 - B Clerical support in the field of accommodation, and its maintenance**
 - Informing staff posted abroad on housing matters, for instance by providing information on housing, arranging appointments, assisting with obtaining estimates for removals, coordinating customs clearance of goods, etc.;
 - managing contents and office supplies (technical equipment, office equipment, official cars and government-owned works of art, gifts) for the chancery and official and staff residences by checking and updating lists of contents, GIS printouts of premises, etc.
 - C BHV support**
 - Providing clerical support services in the field of First Aid and emergency response,
 - Maintaining various tasks in this field such as keeping equipment (i.a. AED) up to date.
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B.2 FRAMEWORK

- Administrative assistant is accountable to the Operational manager for the progress and quality of accommodation services (including the Residence of Ambassador) and other support services.

- The work is carried out in accordance with ministerial administrative and procedural regulations relating to internal management.
 - The assistant takes decisions about the nature and content of contacts with suppliers and maintenance firms regarding the provision of goods and services.
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B.3 CONTACTS

- With staff, to inform them about housing matters;
 - with staff, to exchange information on observed inadequacies in housing and home contents;
 - with management team, on the planning and completion of work;
 - with local government and other bodies and firms, concerning customs clearance of goods, obtaining documents, arranging medical examinations, etc;
 - with maintenance firms, to provide information on the progress and completion of maintenance work, breakdown repairs, etc.
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B.4 KNOWLEDGE AND SKILL REQUIREMENTS

- Knowledge of internal administrative and procedural regulations relating to internal management at the mission, as well as their application;
 - knowledge of relevant local legislation;
 - skill in dealing with technical and other breakdowns;
 - skill in drawing up schedules, rosters, etc;
 - experience in IT matters;
 - flexibility to take on tasks outside job description.
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B.5 COMPETENCES

- Ability to work with others;
- Ability to plan and organise;
- Integrity;

- Negotiating;
 - Client orientation.
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B.6 LEVEL OF EDUCATION / ADDITIONAL TRAINING AND KNOWLEDGE

- Bachelor degree;
 - Experience in office administration is required.
 - Fluent English, Kazakh and Russian languages.
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C. WORK ENVIRONMENT

- The Embassy is located in Astana and has all five Central Asian countries (Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan) under its mandate.
 - The size of the Embassy brings a wide variety of activities, which require a high degree of flexibility but also provides an interesting challenge;
 - The Embassy team currently consists of six expatriate staff members and fourteen locally recruited employees.
 - The Ministry of Foreign Affairs in The Hague and the Embassy in Astana are actively promoting diversity and inclusiveness. These aims are being taken into account in our selection procedure.
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D. STAFF MEMBER PROFILE

The employee is flexible and enthusiastic and has a good knowledge of the English, Kazakh and Russian languages. The employee has good communicative skills and is customer oriented.

CONTACT

For more information, please contact:

Deputy Head of Mission, Mr. Martin van Buuren, via AST-AZ@minbuza.nl

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