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| **TITLE:**  Humanitarian Officer, Program Operations | | |
| **TEAM/PROGRAMME:** Humanitarian | **LOCATION:** Centre - London, UK or any existing Save the Children International Regional or Country office worldwide. | |
| **GRADE**: D - Junior Level | **CONTRACT LENGTH:** until Dec 2024. | |
| **CHILD SAFEGUARDING:**  Level 2: a CRB check (standard level) or equivalent overseas police check will be required as your position may have access to sensitive material. | | |
| **ROLE PURPOSE:**  The Operations Officer provides an essential function by providing high-quality and comprehensive project coordination and administrative support to the Centre Humanitarian Public Health Team. | | |
| **SCOPE OF ROLE:**  **Reports to:** Senior Humanitarian Manager, Program Operations  **Staff reporting to this post:** n/a  **Budget Responsibilities:** n/a  **Role Dimensions**:  Operations support to the Centre Humanitarian Public Health Team. This includes supporting implementation and operations through administrative, logistical, financial and programmatic assistance to the team and providing leadership in the development and implementation of effective processes and systems to support team cohesion and effective program implementation. | | |
| K**EY AREAS OF ACCOUNTABILITY :**   * Point of contact and champion for Save the Children’s processes, procedures, systems, and tools, and help train team members and troubleshoot issues. Provide programmatic, coordination and operational support, keeping teams updated on program management timelines and outputs. Manage procurement agreements and payments for vendors. * Support and coordinate budget setting, monitoring, and re-forecasting activities in partnership with Senior Humanitarian Manager and technical leads. * Manage team travel and events calendar. Proactively support and sometimes facilitate regular team meetings, team retreats, workshops, webinars, teleconferences, international conferences and in-country trainings. This includes drafting and copy-editing presentations, documents, and reports, coordinating and finalizing meeting agendas, scheduling, disseminating and compiling information with stakeholders/participants, notetaking, tracking and following up on action items, managing travel, managing budgets and spending, communicating with participants (managing invites, RSVPs, registration) and providing on-site logistics, technology, and logistics support, among other functions. * As focal point for internal knowledge management systems, support progress reporting and manage monthly team wide communications. Coordinate input for and contribute to technical documentation - reports, briefs, success stories, etc. - Organize technical webinars and support preparation of professional presentations on program implementation. Update team and project factsheets working with Senior team members and sector leads to ensure documents are kept up to date. Design and curate SharePoint and Workplace pages for the groups, housing relevant key documents. Support the development and implementation of communication plans for working groups and key projects. * Provide administrative support during team and project recruitment processes, and lead onboarding and orientation of new and transitioning team members. * Coordinate logistics for travel including planning, visa requests, travel authorization requests, and monitoring adherence to travel guidelines, requirements for immunizations, and submission of trip reports. | | |
| **BEHAVIOURS (Values in Practice)**  Accountability:   * holds self accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values * holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.   Ambition:   * sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same * widely shares their personal vision for Save the Children, engages and motivates others * future orientated, thinks strategically and on a global scale.   Collaboration:   * builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters * values diversity, sees it as a source of competitive strength * approachable, good listener, easy to talk to.   Creativity:   * develops and encourages new and innovative solutions * willing to take disciplined risks.   Integrity:   * honest, encourages openness and transparency; demonstrates highest levels of integrity | | |
| **QUALIFICATIONS**  Degree level education preferable. | | |
| **EXPERIENCE AND SKILLS**   * Significant experience in supporting project operations in an international NGO environment. * Strong coordination and time management skills. Ability to plan ahead, anticipate requirements, problems and obstacles, juggle competing priorities successfully, and work effectively and calmly under pressure to tight deadlines. * Sound judgement and an ability to effectively prioritise multiple tasks in a constantly changing environment. * Ability to adopt a pro-active approach to problem solving working closely with senior colleagues as required and offering solutions as appropriate. * A strong results orientation, and evidence of having operated successfully in a ‘matrix’ organisation. * Strong interpersonal, written and oral communication skills, fluent in English. * Knowledge of the global humanitarian environment/context, and sector wide initiatives * Thorough – takes pride in delivering high quality work and gives a high level of attention to detail. * Self- motivated and ability to work autonomously * Commitment to the mission, vision and values of Save the Children. | | |
| **Additional job responsibilities**  The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience. | | |
| **Equal Opportunities**  The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. | | |
| **Child Safeguarding:**  We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. | | |
| **Safeguarding our Staff:**  The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy | | |
| **Health and Safety**  The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. | | |
| **JD written by:** | | **Date:** |
| **JD agreed by:** | | **Date:** |
| **Updated By:** | | **Date:** |
| **Evaluated:** | | **Date:** |