

**JOB TITLE: Emergency Support Officer, Humanitarian Programmes Unit**

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**1 MAIN PURPOSE OF JOB**

The Emergency Support Officer will support the work of the Humanitarian Programmes Unit. This will include administrative and programme support for partners and staff in London and overseas, and communication and coordination internally and with external networks and organisations.

During the early stages of an emergency the post holder will be one of the main points of contact and will work closely with the humanitarian and the respective geographical divisions to put in place the necessary systems, administration and internal communication to ensure that Christian Aid's corporate response run smoothly and effectively.

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**2 POSITION IN ORGANISATION**

- Works closely with and supports the work of the Humanitarian Programmes Unit and the Humanitarian Division more broadly
  - Works with programme, administrative and support staff in the UK and overseas
  - Works with staff throughout the organisation particularly during corporate emergency responses
  - Covers for the Humanitarian Practice and Advocacy Unit Emergency Support Officer and the Division Administrator as required
  - Reports to Humanitarian Programmes Unit Managers but is line managed by the Programmes Unit Manager, Africa
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**3 SCOPE OF JOB**

- Support for the Humanitarian Programmes Unit and the Humanitarian Division more broadly
  - Support to the Humanitarian and geographic divisions in emergency response
  - Point of Contact for external organisations and networks
  - Programme support to humanitarian programmes
  - Capacity building and training in finance, administrative and reporting systems
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**4 DIMENSIONS AND LIMITS OF AUTHORITY**

- Work in accordance with Christian Aid's strategic framework "Turning Hope into Action", the corporate strategies, policies and procedures, and the Emergency Response Policy and Procedures
- Establish emergency systems quickly, under pressure
- Coordinate and ensure good communication throughout the organisation
- Monitor humanitarian programme budgets and grants
- Oversee the DEC and Christian Aid appeal and reporting process
- Provide support and advice to partners in emergencies
- Monitor financial systems and policies
- Coordinate emergency travel
- Monitor the use of appeal funds

- Oversee and maintain the administrative systems of the Humanitarian Programmes Unit and coordinate with other administrators to ensure smooth administration, preparedness and emergency contingency planning within Christian Aid
  - Provides technical and administrative support including liaison with the Regional Emergency Officers
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## **5 QUALIFICATIONS**

### Essential

The post holder shall be:

- a graduate, preferably in development or related subject, or hold an equivalent qualification
- fluent in written and spoken English

### Desirable

It would be advantageous if the post holder had:

- a qualification in bookkeeping or basic accounting or equivalent
  - good oral, aural and written French and/or Spanish
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## **6 EXPERIENCE**

The post holder shall have:

### Essential

- substantial experience of office procedures and general administration, including setting up and maintaining financial and administrative systems
- experience of emergency or development programme work
- experience of working with financial systems, budget monitoring and financial analysis
- substantial experience of convening meetings and minute taking
- experience of working in a high pressure and changeable work environment
- experience of producing clear proposals, budgets, and narrative and financial reports

### Desirable

It would be advantageous if the post holder had:

- experience of working overseas preferably in an emergency context
- knowledge of databases and financial software
- working knowledge of the voluntary sector, donor institutions and church organisations

In addition the post holder should have a good understanding of humanitarian and disaster reduction issues

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## **7 DUTIES & KEY RESPONSIBILITIES**

### **Support for the Humanitarian Programmes Unit and the Humanitarian Division more broadly**

- Prepare and monitor the Humanitarian Programmes Unit budget
- Set up and maintain administrative systems for the Humanitarian Programmes Unit budget, and provide any administrative support that is needed
- Communicate regularly with the Regional Emergency Officers and other staff who are overseas, and provide any support that is required

- Maintain, update and circulate the crisis mapping document monthly
- Compile the Humanitarian Division Monthly Review
- Monitor Code 2 grants and reports, and the remaining balance
- Liaise with PFAST, the Major Gifts Unit and the Marketing and Supporter Relations Division to monitor humanitarian income (Codes 3 and 9) and ensure: i) it is used accordingly; ii) the appropriate reallocations and refunds are made, especially to Code 2; and iii) that the necessary reports are provided
- Monitor that Country Level Emergency Preparedness Plans (CLEPPs) are in place and kept up to date
- Give presentations on Christian Aid emergency response work to internal and external audiences
- To undertake administrative, financial, programme and communications support tasks

### **Support to the Humanitarian and geographic divisions in emergency response**

- Ensure effective information flows within Christian Aid during emergencies, including effective use of the Intranet
- Participate in, and support the work of, Alert and Emergency Task Force meetings and other relevant cross-organisational groups
- Arrange and minute Alert and Emergency Task Force meetings in the absence of the Humanitarian Divisional Administrator
- Provide practical support to humanitarian and programme staff and ensure compliance with the Emergency Response Policy and Procedures
- Monitor that humanitarian good practice, gender, HIV/AIDS, livelihoods, accountability and risk reduction policies are considered and addressed in Christian Aid's humanitarian work
- Provide programme administration support for emergency response programmes in coordination with the REOs and relevant overseas staff. This may include the preparation of emergency-related AMR's, collating supporting documentation, transfer of funds, responding to funding enquiries, storing information etc.
- Coordinate the timely submission of DEC forms, 4-week plans, ERPs, proposals and reports
- Monitor ACT appeals and contributions, and reconcile Christian Aid's figures with those of ACT
- Provide financial support to geographic teams during emergencies including payment processing, grant approvals, transfers, financial monitoring and budget reconciliation
- Administer grant approvals and transfer of funds to partners and overseas offices in co-ordination with these offices, the finance department and the Regional and Programme Managers.
- Process Humanitarian Division grants and monitor the progress of emergency-related AMRs and grants, providing support when needed and reporting variances from schedule.
- Help write job descriptions and recruit humanitarian staff
- Monitor the marketing and management costs charged to appeals, and ensure that they are coded correctly and do not exceed the budgeted amounts
- Monitor that partners and grants associated with emergency responses comply with Christian Aid policies and procedures for project grant management

### **Programme support to humanitarian programmes**

- Ensure the necessary finance, monitoring, reporting and administrative systems exist in the UK and overseas
- Help members of the Humanitarian Division, relevant overseas staff and partners develop and implement quality humanitarian programmes and good practice
- Promote specific programme issues as planned and discussed with senior Humanitarian Division staff and the relevant overseas staff, and represent Christian Aid where necessary on these issues

### **Capacity building and training in finance, administrative and reporting systems**

- Provide support and participate in Sphere awareness training when required
- In coordination with the REOs, Country and emergency staff and as appropriate, Divisional Support staff set up, implement, maintain and monitor financial, administrative and reporting systems during the response, providing training as required.
- Assist regional teams and partners involved in the humanitarian responses, in improving finance, administrative and reporting systems, which may include giving advice on sources of further training and system implementation. This task should be undertaken in co-ordination with the relevant programme staff, field office(s) and the finance team
- Help partners understand and fulfil the reporting requirements for the DEC and other donors

### **General**

- Work closely with the other Humanitarian Division Emergency Support Officer and the Divisional Administrator, covering their work as necessary
- To be prepared to travel overseas for up to eight weeks per year
- Task management of staff in regional teams as necessary
- Any other reasonable duty as may be assigned that is consistent with the nature of the job and its level of responsibility. The post holder must be flexible and be able to work under pressure and carrying out tasks to a tight timeframe.
- This job description is not prescriptive; it merely outlines the key tasks and responsibilities of the post. These key tasks and responsibilities are subject to change. Any changes will be made in consultation with the postholder.
- You will be expected in undertaking the above role to comply with any policies and procedures that Christian Aid may issue.

## **Person Specification**

### **Abilities**

The post holder shall be able to:

- work to tight deadlines and multiple priorities
- work under pressure and adapt to working in a new situations very rapidly
- develop and maintain efficient systems
- initiate, plan and organise work within agreed parameters
- prepare correspondence, reports and presentations
- arrange meetings and take accurate minutes
- work co-operatively as a member of an interdisciplinary team for the corporate effectiveness of Christian Aid
- deal sensitively and discreetly with people and information
- be self-motivating, proactive, and work on one's own and as part of a team

### **Qualifications**

#### Essential

The post holder shall be:

- a graduate, preferably in development or related subject, or hold an equivalent qualification
- fluent in written and spoken English

#### Desirable

It would be advantageous is the post holder had:

- a qualification in bookkeeping or basic accounting or equivalent
- good oral, aural and written French and/or Spanish

### **Experience**

The post holder shall have:

#### Essential

- substantial experience of procedures and general administration, including setting up and maintaining financial and administrative systems
- experience of emergency or development programme work
- experience of working with financial systems and monitoring budgets
- substantial experience of convening meetings and minute taking
- experience of working in a high pressure and changeable work environment
- experience of producing clear proposals, budgets, and narrative and financial reports

#### Desirable

It would be advantageous is the post holder had experience of:

- working overseas preferably in an emergency context
- working with databases and financial software
- the voluntary sector, donors and church organisations
- working with The Sphere Project and the Red Cross Code of Conduct
- humanitarian policy issues
- the issues and the literature regarding poverty eradication, emergency relief, development, accountability and the broad development agenda, including gender

In addition the post holder should have a good understanding of humanitarian and disaster reduction issues

**Commitment**

- Must be in sympathy with the aims of Christian Aid
- HIV and gender mainstreaming and to equal opportunities
- Working flexibly to support the Humanitarian Division, Christian Aid and partners
- To be prepared to travel overseas for up to eight weeks per year