

JOB TITLE: Emergency Support Officer, Humanitarian Practice, Advocacy and Advocacy Unit

1 MAIN PURPOSE OF JOB

The Emergency Support Officer will support the work of the Humanitarian Practice, accountability and Advocacy 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.

2 POSITION IN ORGANISATION

- Works closely with and supports the work of the Humanitarian Practice, Accountability and Advocacy 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
 - Covers for the Humanitarian Programmes Unit Emergency Support Officer and the Division Administrator as required
 - Reports to Humanitarian Practice and Advocacy Unit Managers but is line managed by the Corporate Security Manager.
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3 SCOPE OF JOB

- Support for the Humanitarian Practice, Accountability and Advocacy Unit and the Humanitarian Division more broadly
 - Point of Contact for external organisations and networks
 - Programme support to DRR, security, accountability and advocacy initiatives
 - 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
 - Coordinate and ensure good communication throughout the organisation
 - Monitors the Humanitarian Practice and Advocacy Unit's budgets and grants
 - Oversee and maintain the administrative systems of the Humanitarian Practice and Advocacy Unit and coordinate with other administrators to ensure smooth administration, preparedness and emergency contingency planning within Christian Aid
 - Point of Contact for external organisations and networks
 - Programme and administrative support to DRR, security, accountability and advocacy initiatives
 - Capacity building and training in finance, administrative and reporting systems
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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 substantial experience of:

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
- and a good understanding of humanitarian and disaster reduction issues

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
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7 DUTIES & KEY RESPONSIBILITIES

Support for the Humanitarian Practice and Advocacy Unit and the Humanitarian Division more broadly

- Prepare and monitor the Humanitarian Practice and Advocacy Unit budget
- Set up and maintain administrative systems for the Humanitarian Practice and Advocacy Unit budget, and provide any administrative support that is needed
- Give presentations on Christian Aid emergency response work to internal and external audiences
- Provide administrative, financial, programme and communications support
- Monitor that Country Security Plans are updated at least once yearly
- Updates and monitors Christian Aid's Travel Locator System
- Maintain inventory of Christian Aid satellite phones, radios, first aid kits and other security equipment
- Maintain accurate record of security training needs
- Provide support in organising security training courses
- Support Field Support Officers and other relevant CA teams and staff, in the implementation of appropriate procedures
- Compile the Humanitarian Division monthly review
- Participate in and support the work of working groups and other relevant cross-organisational groups as required

Capacity building and training in finance, administrative and reporting systems

- Provide support and participate in Sphere awareness training when required
- Help partners understand and fulfil reporting requirements
- Provide coordination support for UK based security courses and HPAA unit training events

Programme support to DRR, security, accountability and advocacy initiatives

- Help members of the HPAA unit develop and support the implementation of activities
- Ensure that corporate gender, HIV, accountability and risk reduction policies are considered and addressed in Christian Aid's humanitarian work
- Give presentations about Christian Aid humanitarian work to internal and external audiences
- Help the security manager set up and maintain Christian Aid's global incident map
- Undertake any administrative, financial, programme and communications support tasks as commensurate with the above posts
- Financial support as required to geographical teams carrying out HPAA initiatives including payment processing, grant approvals and transfers and financial monitoring and budget reconciliation
- Undertake research for the HPAA and wider Humanitarian Division as required
- Provide support for staff recruitment

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 if 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 substantial experience of:

Essential

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

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
- an understanding of The Sphere Project and the Red Cross Code of Conduct
- experience of humanitarian policy issues
- familiarity with the issues and the literature around poverty eradication, emergency relief, development, accountability and the broad development agenda, including gender-related 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