

OI SECRETARIAT
PROGRAMME COORDINATOR –
HUMANITARIAN SUPPORT
PERSONNEL(HSP)
JOB DESCRIPTION



OXFAM

Annual Salary and Benefits	- £31,413 - £43,930 net per annum
Internal Job Grade	- Global B2
Contract type	- Open-ended
Reporting to	- Deputy Humanitarian Director (HQ); Whilst on deployment, will report to Country Director or designated Manager.
Staff reporting to this post	- Varies depending on deployment; typically Programme Managers, Finance, HR, Logs, communications/media and policy staff.
Locations	- Home base and countries of deployment.
Annual Budget	- Varies depending on deployment

Shaping a stronger Oxfam for people living in poverty.

Humanitarian Support Personnel (HSP) Team Purpose

To respond effectively and rapidly to major emergencies anywhere in the world, and enable communities to become more resilient to future shocks and stresses. The Global Humanitarian Team deploy the HSP team to deliver technical expertise in response to CAT 1 and 2 crises. Who provide advice and support to country programme teams, humanitarian response teams and Regional Humanitarian Unit teams to enable them to respond effectively and appropriately when implementing humanitarian programmes.

Job Purpose

To operationally manage medium to large scale emergency responses to meet humanitarian needs. The post holder will be expected to manage the entire operational programme, from emergency programme design to implementation and programme related advocacy/policy work. Post holder will also be expected to help Oxfam's programmes to better prepare and help communities at risk to deal with future shocks and stresses. Post holder will also be expected to cover key vacant posts at country director (smaller country programmes) level.

Key Responsibilities and Accountabilities

This position will be accountable for the operational management of medium to large scale Oxfam emergency responses. The post holder will undertake a series of assignments for which specific Terms of Reference will be negotiated and agreed with relevant parties, prior

to, and or revised in the early stages of the deployment. Typically, the post holder will be responsible for a budget of between four and twelve million Euros, a programme that assists between two hundred thousand and a million people and a matrix-managed team of between fifty to two hundred staff.

General:

- Promote collaborative working relationships with key stakeholders in regions (Regional Humanitarian Coordinators, Country Directors, country programme staff and partners) and Global Humanitarian Team colleagues in the Delivery, Strategic Focus Areas, and Quality and Capacity teams to support the delivery of effective, high quality humanitarian programmes in line with Oxfam's vision for humanitarian preparedness and response
- Promote integrated, gender aware humanitarian responses which demonstrate accountability to beneficiaries and are consistent with Oxfam policies and international quality standards
- Ensure that programme design and implementation is consistent with Oxfam's quality and accountability standards, emergency guidelines and protocols, the Core Humanitarian Standard and that work meets Sphere Standards and other external quality commitments.

Responsibilities may include:

Overall Programme management:

- Oversee management and support the assessments of emergency situations, reporting with recommendations and proposals for Oxfam's response. This will typically include coordinating multiple assessment missions across one or several countries.
- Set up new and manage ongoing medium to large-scale and complex humanitarian response programmes, into the maintenance, recovery and closing phases, ensuring project implementation conforms to proposals, beneficiary needs and as agreed with the donor.
- Selection and assessments of partner organisations
- Monitor compliance and manage and monitor programme and business functions within a country programme, often in high-risk or fragile state contexts. Ensure that all Oxfam programmes operate within the laws of the country and comply with Oxfam policies and procedures.
- Ensure that the programme is relevant and meets the populations' needs, and adjust the programme design accordingly if needed.
- Ensure sound financial management of the programme including regular and timely narrative and financial reporting against objectives and budgets , typically by setting up adequate management arrangements at country programme level.
- Manage staff according to Oxfam procedures and policies, including performance management, ensuring that staff are supported and given opportunities and training for development.
- With the Oxfam programme management line (usually Regional and Country Directors) lead the design and adjustment of programme management structures.
- Ensure the programme design integrates capacity building of staff and local partners, and that realistic hand-over arrangements are planned for early on.

- Ensure staff safety, security and evacuation (medical/security) procedures are drawn up, implemented, revised and updated. Approve security plans when necessary. Act as country-wide or regional security focal point and decision maker.
- Ensure that programme design and implementation is consistent with Oxfam's quality and accountability standards, emergency guidelines and protocols, the Core Humanitarian Standard and that work meets Sphere and other external standards and protocols which Oxfam has signed up to.

Programme development:

- Strategy development and implementation, including programme, policy, advocacy, communication, monitoring/evaluation and business support aspects. This entails the development of an emergency response strategy in the early stages of medium to large-scale responses, giving strategic guidance within the scale-up phase of emergency operations.
- Integrate humanitarian programming into the wider context of development- and resilience-focussed programming.
- Ensure that the programme meets agreed Oxfam quality standards and is developed in a consultative, participative, cultural and gender sensitive way;
- Strategic decision making on humanitarian issues taking into account humanitarian needs, risk factors, estimation of success/failure probability and corporate interests and policies. This can include decisions on whether to open up new response areas, on scale and scope of programmes, on prioritisation between different areas and on hand-over / phase out arrangements.
- Support country-level contingency and preparedness planning

Representation, advocacy/policy and communication:

- At country level, represent Oxfam externally to government officials, UN agencies, donors and NGOs. Developing good networks and relationships for Oxfam with these agencies, often on regional level and between countries, to create formal and informal alliances towards joint objectives
- Represent Oxfam internally to country staff, modelling core competencies and behaviours of Oxfam humanitarian staff ("leading by example"), inspiring managers to help staff grow into Oxfam's organisational culture. Post holder is also expected to promote this behaviour within the teams she/he supervises or oversees.
- Advocate on key issues at programme level and feed into external advocacy initiatives, and proactively search out and suggest focus areas for advocacy work.
- Ensure effective communications about programme impact with all relevant stakeholders (donors, UN, NGOs, beneficiaries, media), including sign-off for external communication products.
- Keep informed of relevant programme issues and initiate and contribute to wider programme learning – also by initiating and facilitating programme learning events and evaluations.
- This post is funded by Oxfam Germany, and the post holder will be working on Public Relations, media and lobby work in Germany for 3 weeks per year.

During quiet periods duties may include research work, participation in audits, evaluations and staff trainings, public speaking and media work or other suitable tasks as assigned either in Oxford or from the post holders' home base.

Additional responsibilities:

In addition to the above, the post holder will be required to take on at least one of the following responsibilities:

- **Fast and large scale up:**
 - Set up or scale up exceptionally large emergency programmes, often from the scratch, and including multiple operational offices
 - Design and dimension programmatic teams and logistics, HR, admin, finances and other business support services.
- **Partnership work:**
 - Engage in a constructive dialogue with partners and assess their capacities (local NGO, Civil Society or governmental)
 - Design relevant and realistic partnership capacity development plans, with the objective of strengthening the partner's humanitarian response capacity and linking the partner's humanitarian to its resilience-focussed programmes.
- **Complex consortia:**
 - Lead complex, multi-NGO, multi-year and multi-donor consortia, often including a consortium steering group
 - Negotiate, design and set up consortia in consultation with the relevant stakeholders such as donors, consortia members and Oxfam departments
 - Write/coordinate project/programme proposals for complex consortia.
- **Strategy and contingency planning:**
 - Formulate a clear and realistic humanitarian vision as well as a concise and budgeted action plan to achieve the vision
 - Facilitate preparedness and contingency planning exercises within a country programme
 - Conduct scenario-based exercises with the country team, in view of "reality-checking" scenarios and preparedness measures.

Technical Skills, Experience & Knowledge

Minimum requirements all HSP members are expected to fulfil:

- a. Ability to deploy at short notice to areas affected by crisis and support the rapid scale up of humanitarian programmes.
- b. Demonstrate Oxfam values and behavioural competencies.
- c. Management skills; HSP deployments usually involve managing a team to deliver the work, HSP members will need to demonstrate management competencies, of international and multi-cultural teams, in difficult and stressful environments.
- d. Behavioural skills; all HSP deployments require the individual to successfully work with and mentor others often under challenging circumstances. HSP members should

demonstrate competencies around “listening and creating dialogue” and “working with others” as well as networking skills.

Essential

- Commitment to humanitarian values and Oxfam’s vision and mission
- Ability to deploy at short notice to areas affected by humanitarian crises
- Ability and willingness to work under pressure and in challenging and insecure environments.
- Significant experience of managing and coordinating large-scale emergency programmes in complex environments
- In-depth understanding of relevant humanitarian principles and policies
- Excellent team work skills, and a track record of building trust within and empowering large teams, also over distance
- Ability to listen to people under stressful circumstances, and to create space for dialogue.
- Sensitivity to cultural differences, and the ability to work in a wide variety of cultural contexts.
- Proven influencing, negotiating and networking skills with internal and external audiences.
- Confident high-level representation and coordination skills.
- Analytical and strategic planning skills.
- Proven financial management skills, and experienced in managing compliance in large-scale programmes.
- Demonstrable understanding of and commitment to gender equity issues
- Adaptable and flexible.
- High level of self-awareness, and excellent stress- and self-management.
- Ability to take initiative and make decisions with limited support in fast moving environments.
- Good communication skills.
- Good written and spoken English is essential.

Desirable

- Knowledge and experience of working in resilience, disaster risk reduction and disaster preparedness programmes.
- Experience working with partnerships and community-based groups.
- Languages: Fluent English & German. Desirable: French, Spanish and/or Arabic
- The post holder should have substantial experience in at least one of these areas (at country office level):
 - Scaling up and managing large-scale emergency programmes
 - Working closely with partners and developing partnership strategies and capacity-building plans
 - Setting up and leading complex consortia programmes
 - Designing country-wide contingency plans and humanitarian strategies

Key Behavioural Competencies (based on Oxfam’s Leadership Model)

Competencies	Description
Decisiveness	We are comfortable to make transparent decisions and to adapt decision making modes to the

	context and needs.
Influencing	We have the ability to engage with diverse stakeholders in a way that leads to increased impact for the organisation. We spot opportunities to influence effectively and where there are no opportunities we have the ability to create them in a respectful and impactful manner.
Humility	We put 'we' before 'me' and place an emphasis on the power of the collective, nurture the team and play to the strengths of each individual. We are not concerned with hierarchical power, and we engage with, trust and value the knowledge and expertise of others across all levels of the organization.
Relationship Building	We understand the importance of building relationship, within and outside the organization. We have the ability to engage with traditional and non-traditional stakeholders in ways that lead to increased impact for the organisation.
Listening	We are good listeners who can see where deeper levels of thoughts and tacit assumptions differ. Our messages to others are clear, and consider different preferences.
Mutual Accountability	We can explain our decisions and how we have taken them based on our organizational values. We are ready to be held to account for what we do and how we behave, as we are also holding others to account in a consistent manner.
Agility, Complexity, and Ambiguity	We scan the environment, anticipate changes, are comfortable with lack of clarity and deal with a large number of elements interacting in diverse and unpredictable ways.
Systems Thinking	We view problems as parts of an overall system and in their relation to the whole system, rather than reacting to a specific part, outcome or event in isolation. We focus on cyclical rather than linear cause and effect. By consistently practicing systems thinking we are aware of and manage well unintended consequences of organisational decisions and actions.
Strategic Thinking and Judgment	We use judgment, weighing risk against the imperative to act. We make decisions consistent with organizational strategies and values.
Vision Setting	We have the ability to identify and lead visionary initiatives that are beneficial for our organization and we set high-level direction through a visioning process that engages the organization and diverse external stakeholders.
Self-Awareness	We are able to develop a high degree of self-awareness around our own strengths and weaknesses and our impact on others. Our self-awareness enables us to moderate and self-regulate our behaviors to control and channel our impulses for good purposes.
Enabling	We all work to effectively empower and enable others to deliver the organizations goals through creating conditions of success. We passionately invest in others by developing their careers, not only their skills for the job. We provide freedom; demonstrate belief and trust provide appropriate support. We give more freedom and demonstrate belief and trust, underpinned with appropriate support.