

Job description: Programme Officer

General

Job Title: Programme Officer (for South Asia, West Africa and multi-regional programmes)

Location: London, with occasional international travel

Fixed term contract: between one and four years

Reporting to: Programme Director or Programme Manager

Our programmes

We are recruiting three Programme Officers to support our South Asia, West Africa and multi-regional programmes.

In South Asia, Conciliation Resources has been working with Kashmiris on either side of the Line of Control (LoC) supporting locally-led peacebuilding initiatives since 2008. Working with partners and a network of civic actors in all parts of Kashmir, we support their efforts in articulating local needs and perspectives to build up peace constituencies in support of conflict transformation in the region. Our goal is to enhance prospects for a non-violent transformation of the long-standing conflict over the disputed territories of Jammu and Kashmir.

Our work in West Africa has centred on establishing and supporting community-led dialogue platforms, as well as improving the abilities of community members to effectively work with decision makers, to prevent and resolve violent conflict. In Nigeria, we focus on working with youth, enabling them to mediate local tensions and build relations between divided groups – including between communities and local authorities in Plateau State and areas in the northeast affected by Boko Haram.

We are developing a number of programmes of multi-regional work, in which we apply strategic conflict and gender analysis, design, evaluation and adaptation, in close collaboration with partners, in order to identify and unblock sticking points preventing peaceful change. We play a role in convening peacebuilding actors and bringing comparative learning to bear on a range of contexts.

Job purpose

The Programme Officer will provide project, administrative and logistical support necessary for the implementation of the South Asia, West Africa or multi-regional programmes. The post holder will play a key role in liaising with partners across the areas in which we work, and in managing programme events and information. The Programme Officer may also support other cross-Programmes initiatives. Reporting to a Programme Director or Programme Manager, the Programme Officer will be based in London and will undertake occasional travel to the conflict-affected contexts in which we work (including India, Pakistan and Nigeria for the South Asia and West Africa posts).

Specific responsibilities and tasks

a. Programme implementation

Provide logistical, financial and administrative support to programmes of the full range of activities undertaken by the programme, including arranging travel, visas, accommodation and other tasks required to organise meetings and workshops. Prepare event materials, participant packages and equipment; participate in events, take notes and produce reports of events where needed

Assist the Programme Director and other team members in producing and regularly updating project management documentation, including partner Memorandum of Understanding (MoU)s, workplans, budgets, transfer schedules/breakdowns, financial and narrative reporting forms, consultant contracts and associated Terms of Reference.

Provide support and advice to partner organisations (in person, by phone/Skype and by email) implementing activities that support programme outcomes.

Support the programme with specific research projects, conducting desk research related to programme activities and ad hoc research for fundraising proposals.

Keep informed of political, social, economic and security developments within and affecting the various regions where Conciliation Resources is operating.

Support the monitoring, evaluation and reporting of the programme, including collecting data from programme partners and contributing to regular narrative reports on activities and impact (donor reports and quarterly reports to the Executive Management Team and Board).

Support learning in relation to the programme's work, to enhance the effectiveness and impact of the programme, develop Conciliation Resources' practice and help communicate impact and lessons.

Draft contracts for consultants and other service providers, and supervise occasional volunteers and consultants as required, including ensuring that consultants and volunteers adhere to Conciliation Resources' security and safeguarding policy and guidelines when working and travelling in all regions.

As requested support additional programme or department meetings including participating in and support information sharing meetings with relevant teams across Conciliation Resources.

Participate in monthly line management meetings and regular performance appraisals, and keep BreatheHR information system up to date.

Perform other Programme support tasks, consistent with the skills and expertise of the post-holder, as requested by the Programme Director or Director of Programmes.

b. Strategic and operational planning

Support the Programme Director with annual financial and programmatic planning including contributing to programme reviews led by the Director of Programmes.

Support the annual planning process through scheduling and minuting meetings, and assisting with the preparation and submission of completed annual plans.

Contribute to the development of strategy, policy and learning for the programmes.

Support programme teams to systematise programme information on the intranet (The Hub) where appropriate

c. Fundraising and financial management

Support the timely and accurate processing of financial transactions for the programme. Process invoices and expenses claims from project staff, consultants and service providers, following Conciliation Resources' financial management procedures. Prepare and process programme staff's financial trip reports, transfer requests, travel advance requests and other programme expenditure documents, ensuring appropriate coding and in liaison with the Finance team.

Assist in programme budget monitoring and reporting, including processing partner and project financial reports and (in conjunction with the Finance team) preparing expenditure reports for donors.

Assist partners to compile budgets and financial reports based on templates and submit these for approval by the Programme Director, liaising with the Finance team and partners to resolve issues. Ensure partner transactions are properly coded and recorded, and that all necessary supporting documents are filed appropriately, electronically and/or in hard copy. Provide support and training to partners to enhance their understanding of our financial processes, delivered remotely or in-country.

Support the Programme Director with programmatic financial management including monitoring and ensuring appropriate sign off of expenditure.

Attend monthly programme finance meetings and provide accurate and timely financial information as required.

Ensure procurement of services is carried out in an appropriate manner adhering to Conciliation Resources' Procurement Policy covering such areas as consultants, proofreading and copy editing, translators and the translation of programme related materials.

Support programme and cross-programmes fundraising efforts when requested by the Programme Director or Director of Programmes, including coordinating input and editing financial and narrative submissions, drafting budgets and narrative text.

d. Communications and Information Management

Work with our Communications team and the Programme Director to develop communications material related to Conciliation Resources work, including updating relevant programme and impact sections of the Conciliation Resources website and the intranet.

Contribute to Conciliation Resources' information systems: updating relevant programme and impact sections of the Conciliation Resources website (in liaison with the Communications Manager) and intranet (the Hub); uploading photographs to the electronic photo library, entering information into Conciliation Resources' Contacts Database, and handle information in line with Conciliation Resources' Data Protection and Privacy Policy and any other relevant policies.

Comply with internal information management systems, including entering data on the Monitoring and Reporting System (MaRS) to ensure we are monitoring our activity and impact, and our Project and Partner Tracker.

Collate, draft text for reports and proof-read reports and publications.

Person specification

Essential knowledge, skills and experience

- Experience of working in an administrative and support position to a team.
- Strong organisational skills including planning, developing, implementing and maintaining administrative systems.
- Understanding of and interest in peacebuilding and conflict transformation processes.
- Experience of working with databases, handling diverse sources of information and maintaining accessible filing systems.
- Experience of supporting monitoring, evaluation and reporting of projects.
- Experience of revising and contributing to the drafting of substantive reports.
- Experience of undertaking supervised research work.
- Experience of working in a multi-cultural environment.
- Experience supporting financial management including experience preparing budgets, monitoring organisational and partner expenditure and supporting financial reporting.
- Experience remotely supporting partners on the successful joint delivery of work.
- Excellent verbal and written communication skills in English.
- Willingness to work irregular hours occasionally and to undertake some international travel.
- Strong commitment to, and experience of, team and cross-organisational working.
- Appreciation of issues of confidentiality, and cross-cultural and political sensitivity.
- Initiative, enthusiasm and a problem-solving approach to new challenges.
- Graduate study or local equivalent or equivalent by experience in conflict resolution, international relations, development studies, international humanitarian law, peace and security.
- Ability and willingness to travel to areas affected by conflict (particularly to India, Pakistan (Kashmir) or Nigeria, for the South Asia/West Africa posts).
- Fluent written and spoken English.
- Excellent working knowledge of Microsoft Office software packages, databases, email, internet.

Desirable knowledge, skills and experience

- Knowledge of and interest in West Africa (particularly Nigeria), in South Asia, preferably India-Pakistan (Kashmir) (for the West Africa and South Asia posts)
- Experience of working on EU funding contracts, including understanding complex reporting requirements required in a complex multi donor funded environment - desirable.

- Hostile environment training, or willingness to undertake hostile environment training.
- Written and spoken French, Spanish, Urdu or Hindu.

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