

Job description: Programme Officer, Cross-Regional Programme

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Location: London, with occasional international travel

Reporting to: Programme Director

Duration: one-year fixed term contract

Conciliation Resources

Conflict is difficult, complex and political. The world urgently needs to find different ways to respond.

Conciliation Resources is an international organisation committed to stopping violent conflict and creating more peaceful societies. We work with people impacted by war and violence, bringing diverse voices together to make change that lasts. We make peace possible.

Conciliation Resources has been working to build peace for 25 years, and currently operates in eight global regions, with a staff team based mainly in the UK, of over 60 people from different countries and cultural backgrounds. Central to our work is our approach to partnership – we currently work with over 70 partners around the world.

Cross Regional Programme Team

The Cross-Regional Programme team manages peacebuilding projects implemented across the regions in which Conciliation Resources works. The team is currently responsible for two major programmes of work, Smart Peace and the Women Mediators across the Commonwealth network. Smart Peace is a four-year DFID-funded programme for strategic conflict resolution. Working in up to six fragile and conflict-affected contexts, it is implemented by a specialist consortium, led by Conciliation Resources. The programme will apply an integrated process of strategic analysis, design, evaluation and adaptation in order to identify and unblock sticking points preventing peaceful change in Central African Republic, Myanmar and Nigeria. The Women Mediators across the Commonwealth (WMC) network is a platform for the peer-to-peer exchange and learning of 50 women with experience ranging from mediating conflict at the community level, to formally mediating conflicts as part of official peace processes. We are also implementing a programme of work focussed on the role of youth in peace and security, and part of a consortium of experts working on transitional justice, both of which are coordinated by the Cross-Regional Programme team.

Job purpose

The Programme Officer provides project, administrative and logistical support necessary for the implementation of the Cross-Regional Programme, particularly in coordinating our work on youth, peace and security and transitional justice, as well as providing support to other programmes when required. The post holder plays a key role in liaising with partners across the areas in which we work, and in managing programme events and information. They support consultants and volunteers working with the team. Reporting to the Programme Director, the Programme Officer is based in London and will undertake occasional travel to

programme contexts.

Specific responsibilities and tasks

a. Strategic and operational planning

Contribute to the Cross-Regional Programme's strategic and operational planning processes, including participation in the annual planning cycle and monitoring and evaluation processes, through scheduling and minuting meetings, and assisting with the preparation and submission of completed annual plans.

Participate in team and other internal meetings or working groups.

b. Programme management and partner support

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 Partnership Agreements, workplans, budgets, transfer schedules, 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).

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.

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. Handle information in line with Conciliation Resources' Data Protection and Privacy Policy and any other relevant policies. Input contacts and information onto our databases, helping to maintain efficient electronic and paper filing systems, and organisation-wide administrative systems.

c. Policy and analysis

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.

Engage in programme and organisational learning, through programme reviews, regular monitoring and evaluation at key points, as well as contributing to organisation learning events (including short downloads, brownbag lunches, organisational retreats and other activities).

d. Representation and networking

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.

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

e. Financial management and fundraising

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.

f. Personnel management

Ensure they and consultants adhere to Conciliation Resources' security and safeguarding policies and guidelines when working, and particularly when travelling to programme contexts. Be mindful of and plan around the security implications for partners of engaging with Conciliation Resources.

g. Other

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

Apply our core values to all work and develop them within the organisation, including through signing and adhering to Conciliation Resources' Code of Conduct.

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.
- 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 conflict-affected contexts and experience of hostile environment training or willingness to undertake hostile environment training.
- Fluent written and spoken English.
- Excellent working knowledge of Microsoft Office software packages, databases, email, internet.

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