

Job description: Operations and Compliance Officer

Job Title: Operations and Compliance Officer
Location: London, with occasional international travel
Reporting to: Chief Operating Officer
Duration: permanent contract

Conciliation Resources

Conciliation Resources is an independent international organisation working with people in conflict to prevent violence, resolve conflicts and promote peaceful societies. We provide practical support to help people affected by violent conflict achieve lasting peace. We draw on our shared experiences to improve peacebuilding policies and practice worldwide. We work with partner organisations and individuals to create an environment in which long-term change is possible, supporting key actors in the conflicts (officials, civic actors and politicians) to explore options for progress through dialogue, analysis and access to new thinking; engaging with hardliners and enabling broad participation including marginalised groups. We help civil society groups become more effective in advocating for rights, encouraging debate and achieving policy change, which will contribute to potential reconciliation.

This role will help keep people safe. In fulfilling our mission, we work in insecure environments that expose staff to great personal risk. We also work with a range of people, including many who are vulnerable, and we must ensure they are protected from abuse.

Job purpose

This role involves implementing and maintaining systems and processes to keep people safe whilst enabling us to do our work effectively. The Operations and Compliance Officer provides project, administrative and logistical support necessary for the implementation of our safety and security, safeguarding and other compliance work. The post holder will play a key role in liaising with programme teams, consultants and volunteers, ensuring they are safe and following our internal procedures for security and safeguarding. Reporting to the Chief Operating Officer, the Operations and Compliance Officer will be based in London and will undertake occasional travel to our global operations.

The post holder is not expected to be an expert on safety and security or safeguarding. Training will be provided.

Specific responsibilities and tasks

a. Organisational Compliance

The Operations and Compliance Officer will ensure that the organisation has robust risk management, compliance and policy frameworks in place and that they are fully operational and effective.

They will develop and maintain a framework for ensuring the charity is compliant with all legislative requirements and best practice, particularly in the areas of security and safeguarding.

The post holder will develop and maintain up-to-date knowledge of current regulatory requirements in relevant areas, including awareness of forthcoming changes and trends in UK regulation. They will prepare briefings, presentations and reports to support and advise the Executive Management Team and Board of Trustees for a strategic and proportionate approach to compliance issues.

Working with the Chief Operating Officer, the post holder will ensure that systems and processes are in place to support Conciliation Resources to demonstrate compliance with regulations and external standards, such as the Core Humanitarian Standards (CHS)

In addition to security and safeguarding, the post holder will work with the Chief Operating Officer in all other compliance areas, including registration of overseas entities, and implementation of policies and practices on topics such as terrorist financing, money laundering, bribery, overseas spending and procurement.

b. Security Coordination

Assist the Chief Operating Officer to ensure that the organisation has robust risk management policies and processes in place at all levels, particularly within our overseas operations. Oversee the active implementation and improvement of our Safety and Security Policy, and all individual Programme Security Plans. Following this, provide support to programmes staff to ensure that they are competent, informed and able to accurately undertake local security policy development, pre-trip briefings, risk assessments and risk management steps.

Keep informed of security developments within and affecting the various regions where Conciliation Resources is operating. Develop and implement efficient methods of ensuring information about security and risk is obtained by the organisation, and appropriately disseminated within the staff body.

Coordinate the provision of Hostile Environment Training across the organisation. Assist the Chief Operating Officer and other team members in producing and regularly updating security documentation, including workplans, budgets, financial and narrative reporting forms, consultant contracts and associated Terms of Reference.

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.

c. Safeguarding Coordination

Assist the Chief Operating Officer, who also acts as the Safeguarding Officer, and HR Manager to ensure that the organisation has robust safeguarding policies and processes in place at all levels, particularly within our overseas operations.

Support learning in relation to safeguarding, to enhance the effectiveness and impact of our work, and to develop Conciliation Resources' practice.

Oversee the active implementation and improvement of our Safeguarding Policy. Following this, provide support to programmes staff to ensure that they are competent, informed and able to accurately undertake the required safeguarding risk assessments and risk management steps.

Keep informed of safeguarding regulations and best practice developments in the UK.

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

d. Strategic and operational planning

Contribute to the organisation's strategic and operational planning processes, including through 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.

e. Representation and networking

Represent the organisation at security and safeguarding training, events and regulatory updates, including through close coordination with organisations undertaking similar work.

Contribute to Conciliation Resources' information systems: 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.

f. Other

Perform additional tasks, consistent with the skills and expertise of the post-holder, as requested by the Chief Operating Officer.

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

- Initiative, enthusiasm and a problem-solving approach to new challenges.
- Experience of developing compliance processes and structures
- Experience in developing and delivering systems for audit or quality assurance;
- Able to explain, advocate and express facts and ideas in a convincing manner, and negotiate with individuals and groups internally and externally.
- Strong organisational skills including planning, developing, implementing and maintaining administrative systems.
- An ability to coordinate project planning across multiple countries.
- Experience of working in a multi-cultural environment.
- 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 travel.
- Strong commitment to, and experience of, team and cross-organisational working.
- Appreciation of issues of confidentiality, and cross-cultural and political sensitivity.
- Graduate study in a relevant area (this could include law, finance, business, project management, conflict resolution, international relations, development studies, international humanitarian law, peace and security.) Local equivalent or equivalent by experience will be considered.
- Experience of hostile environment training or willingness to undertake hostile environment training.
- Experience of safeguarding training or willingness to undertake safeguarding training.
- Excellent working knowledge of Microsoft Office software packages, databases, email, internet.
- Some knowledge of and interest in peacebuilding/ humanitarian/ development sector safety and security and safeguarding issues.
- Interest in peacebuilding and conflict transformation processes.

Desirable knowledge, skills and experience

- Experience performing risk assessments, security assessments and working with security providers.
- Experience working with vulnerable individuals, particularly in a conflict context
- Experience in the practical application of challenging policies across a diverse range of global locations within a small organisation.
- Strong understanding of legal and regulatory frameworks
- Spoken or written language skills, including French or Spanish.

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