

# Programme Support Officer, South East Asia and the Pacific Team

## General

**Job Title:** Programme Support Officer, South East Asia and the Pacific Team

**Location:** Melbourne, with occasional international travel.

**Reporting to:** Operations Manager, South East Asia and the Pacific Team

**Direct Reports:** None

**Duration:** Fixed term contract to end December 2021

## 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 (officials, civic actors and politicians) supporting processes of change, including through supporting key actors in regions affected by conflict to explore options for progress through dialogue, analysis and access to new thinking. We also work with civil society groups to become more effective in advocating for rights, encouraging debate and achieving policy change.

## Job purpose

We are headquartered in London, with a branch office in Melbourne. The Programme Support Officer role is part of an operations team of six, supporting both the operational needs of the Melbourne branch office and programme support needs of the different South East Asia and the Pacific (SEAP) programme teams (i.e. the Philippines, PNG, Climate Change and Pacific programme teams). The role will be primarily focused on providing grant management, project administration and logistical support to programme teams, while also supporting other branch office operational needs. The role will support the integration of gender and inclusion aspects into SEAP programming as guided by the Head of Gender and Peacebuilding.

The post holder will play a key role in working across programme teams, including supporting the implementation of programme systems and processes (e.g. M&E systems and communications systems). The role will also support the Operations Manager and the South East Asia and the Pacific Programme Director in fulfilling their programme and office oversight responsibilities. The Programme Support Officer will be based in Melbourne and will undertake occasional travel to regions where the SEAP teams work.

As this is a wide-ranging role, the post holder is not expected to be an expert on all the relevant areas. Expertise in peacebuilding or gender programs, with a willingness to develop knowledge in skills in the other areas is very welcome.

## Specific responsibilities and tasks

### a. Strategic and operational planning

Contribute to the SEAP strategic and operational planning processes, including participation in the annual planning cycle, gender action planning and monitoring and evaluation processes, through coordinating, taking minuting meetings, and assisting with the preparation and submission of completed annual plans.

Monitor and input into each programme's Gender Action Plan and support to the Head of Gender and Peacebuilding with annual reviews and reporting on the Plans.

Participate in team and other internal meetings or working groups.

### b. Programme management

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

Support programmes with specific research projects, conducting desk research related to programme activities and ad hoc research for fundraising proposals. Provide input on the integration of gender into research questions, methodology and outputs.

Keep informed of political, social, economic and security developments within and affecting the various regions where the Conciliation Resources South East Asia and the Pacific team are operating.

Support monitoring, evaluation and reporting of the different programmes, including the collection of sex and gender-disaggregated 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). Ensure gender disaggregation of M&E data.

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 and receive inductions on CR's approach to gender and requirements regarding gender-sensitive practice.

When required provide logistical, financial and/or administrative support to activities undertaken by different SEAP programme teams, including arranging travel, visas, accommodation and other tasks required to organise events and workshops. This may also include preparing event materials, participant packages and equipment; participating in events, taking notes and producing reports of events where needed.

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

Participate in 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 Operations Manager and South East Asia and the Pacific Programme Director.

### **c. Policy and analysis**

Support learning in relation to programme work, including on gender, to enhance the effectiveness and impact of the SEAP programmes, develop Conciliation Resources' practice and help communicate impact and lessons.

Support gender-sensitive conflict analysis processes, which could include facilitating analysis and inputting into ongoing analysis, ensuring gender-sensitivity.

Engage in programme and organisational learning, through programme reviews, regular monitoring and evaluation at key points, as well as contributing to organisational learning events (including short downloads, brown bag lunches, organisational retreats and other activities). With the Head of Gender and Peacebuilding, and in liaison with other gender focal points, support the development of cross-organisational learning on gender and inclusion in peacebuilding.

### **d. Representation and communications**

Work with Conciliation Resources Communications team and the SEAP programme teams to develop communications material related to Conciliation Resources work, including updating relevant programme and impact sections of the Conciliation Resources website and the intranet while ensuring coherence with organisational terminology and positions.

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); inputting data on the new grant management and outcome harvesting system; 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.

Be the SEAP focal point for contact with London based Head of Gender and Peacebuilding; support the development of plans and strategy on gender and get input and advice through regular online meetings. The role will also work with other Conciliation Resources gender focal-points across all programmes (outside of SEAP) to share lessons, and input into Conciliation Resource's gender strategy and global policy/ advocacy work.

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 SEAP programmes. Process invoices and expense 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 Conciliation Resources Finance team) preparing expenditure reports for donors. Ensuring transactions are properly coded and recorded, and that all necessary supporting documents are filed appropriately, electronically and/or in hard copy.

Support programme teams 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 Project Manager and Programme Director including coordinating input and editing financial and narrative submissions, drafting budgets and narrative text. With support from the Head of Gender and Peacebuilding and SEAP members, monitor and support the integration of gender-sensitivity into proposals and budgets.

#### **f. Personnel management**

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

This role may involve travel to different locations. Prior to and during travel to particular contexts, you should observe the security advice provided to you by the relevant Programme teams. During trips, you should behave in such a way as to prioritise the safety of yourself and your colleagues.

With support from the Head of Gender and Peacebuilding, ensure staff and consultants are inducted in CR's organisational approach to gender and provide or organise training or

instruction where required. Share opportunities for learning on gender and peacebuilding with team members.

#### **g. Branch office operations**

Support SEAP team to integrate gender into areas of operations

Support systems maintenance and implementation work for the branch office and for programme teams, including safeguarding and safety systems, and office management systems e.g. IT and finance systems.

Support office administration when required, including administration associated with the branch office utilities, internet and communications.

Assist the Operations Manager with the procurement, setup and maintenance of laptops and other IT equipment

Assist the Operations Manager with the collection, database input and analysis of HR information for the branch office. Assist with ad hoc administrative tasks related to recruitment.

#### **f. Other**

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

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**

- Graduate study or local equivalent or equivalent by experience in conflict resolution, international relations, development studies, international humanitarian law, peace and security.
- Understanding of and interest in peacebuilding and conflict transformation processes
- Understanding of gender and its relationship to conflict.
- Experience of working in an administrative and support position to a team.
- Strong organisational skills including planning, developing, implementing and maintaining administrative systems.
- Experience of working with databases, handling diverse sources of information and maintaining accessible filing systems.
- Experience of undertaking supervised research work.
- Experience of revising and contributing to the drafting of substantive reports.
- Experience supporting financial management including experience preparing budgets, monitoring organisational and partner expenditure and supporting financial reporting.
- 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.

**Desirable knowledge, skills and experience**

- Experience of peacebuilding programmes or practice.
- Experience working on gender and inclusion related projects.
- Experience of working in a multicultural environment.
- Experience remotely supporting partners on the successful joint delivery of work.
- Experience in fundraising in the non-government sector
- Experience in implementing safeguarding and safety systems in the non-government sector.
- Experience of supporting monitoring, evaluation and reporting of projects.
- Excellent verbal and written communication skills in English.
- Willingness to work irregular hours occasionally and to undertake some international travel.
- Ability and willingness to travel, and experience of hostile environment training or willingness to undertake hostile environment training.
- Excellent working knowledge of Microsoft Office software packages, databases, email, internet.

September 2020