Job Description

August 2017

Position: Operations Coordinator
Reports to: ACAPS Head of Programme
Supervision of: Operations unit including ACAPS field deployees and field project team leaders, core roster members, roster manager
Duty Station: Geneva
Travel: up to 30% depending on field programming needs
Duration and contract type: permanent, 100% - subject to funding

*Note: Relevant experience with ACAPS and excellent understanding of how ACAPS runs activities in the field is indispensable.

ACAPS Purpose
ACAPS is dedicated to improving analysis of humanitarian needs in complex emergencies and crises. We are independent of specific operational and sectoral agendas or interests, and therefore guarantee objective and evidence-based analysis. Our team supports the humanitarian community by providing up-to-date information on more than 40 key crises around the globe. This enables crisis responders to better understand and thereby better address the needs of the affected population, and at the same time strengthening the assessment ecosystem.

Purpose of the position
The Operations Coordinator has the overall responsibility for planning, set-up, implementation and coordination of all ACAPS' field\(^1\) activities, with the aim of promoting a shared situational awareness of the particular crisis among key humanitarian decision makers and/or supporting assessment and analysis preparedness. The position is fully responsible for the proper functioning of the operations unit, for achieving its strategic goals and for managing its team of professionals.

Role and responsibilities
Generic responsibilities:

1. Design, set-up and ensure quality implementation of ACAPS' humanitarian needs assessment and analysis project teams with a field based component, as well as individual field deployments in support of operational partners.
2. Supervise the day to day work of ACAPS field deployees and field project team leaders, core roster members, and the roster manager, and any additional future positions within the operations work stream.

Specific responsibilities:

1. Field project and deployment management to respond to sudden onset and protracted crises, and to promote regional and country level preparedness:
   a. Lead on defining strategic scope, structure, and define key deliverables of new ACAPS field projects and individual field deployments in collaboration with key external stakeholders/clients and ACAPS senior management team, ensuring added value to the humanitarian system and alignment to ACAPS strategy.

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\(^1\) Some ACAPS field projects and activities include staff and activities based in Geneva, and as such – come under Field Ops.
b. Lead on project proposal development, ensuring all necessary support in the field and in Geneva are resourced, and proactively liaise with donors to secure project funding in collaboration with ACAPS Finance and Grants Manager.

c. Responsible for managing the Operations budget, including accountability for field project budgets. This includes collaborating on budget development, monitoring and approving budgetary expenditures, and analysing financial reports.

d. Lead on donor reporting on field projects in close collaboration with the field project team lead, the ACAPS Head of Support and the Finance and Grants Manager.

e. Liaise with operational partners in the field to identify and negotiate hosting arrangements for ACAPS project staff in coordination with the Roster Manager.

f. Coordinate across ACAPS work streams (Analysis, HR, Grant Management/Finance, Communications, Editor etc.) to ensure new projects with field based component are effectively designed, set up, resourced, and quality of deliverables is assured, especially when dedicated project staff is located in field as well as in Geneva.

g. Oversee projects to ensure donor commitments are met and ongoing monitoring and evaluation is integrated into project management.

h. Review and provide quality checks to all ACAPS field project written products.

2. Team management:

   a. Ensure the skill sets for all project staff are defined in line with project/client needs and coordinate across ACAPS staff to identify potential candidates for project posts as required.

   b. Support Roster Manager in securing the right individuals for deployments and lead on recruitment of Geneva-based staff for all ACAPS field projects.

   c. Liaise with the Roster Manager on staff care for field deployees and core roster members.

   d. Directly line-manage, provide operational briefing and debriefing, and performance reviews for Team Leaders of ACAPS projects with a field based component and individuals deployed on ACAPS missions. Provide these staff with troubleshooting support to resolve operational, representational, quality assurance and field team management issues during their deployment.

   e. Provide strategic support and coordinate methodology support to deployees seconded to requesting agencies.

3. Perform other duties in the organisation as appropriate, including but not limited to:

   a. Support identification of new funding opportunities to grow ACAPS’ core funding and operational activities to support humanitarian needs assessment and analysis preparedness and response.

   b. Ensure the regular updating of field operations information on ACAPS’ website, in collaboration with Communications team.

   c. Responsible for ensuring that a set of tools required for increasing the efficiency of deployments/start-ups of new projects is in place (e.g. modalities for hosting arrangements, briefings/debriefings of team members, logistical issues related to deployments, etc.).

   d. Deploy to ACAPS field projects to cover gaps as necessary.

Critical interfaces:

- Closely coordinates and collaborates with ACAPS senior management team.
- Directly supervises operations unit staff.
- Maintains regular contact with humanitarian agencies including INGO staff at field and HQ level and UN operational agencies’ staff.
- Maintains regular contact with NRC Oslo line manager of Roster Manager.
- Maintains contact with key donors in coordination with ACAPS senior management team.
**Competencies**

**Professional Competencies:**

**Generic professional competencies:**
- Relevant master’s degree or equivalent experience, preferably in management, social sciences or international development.
- At least 5 years field and headquarters experience in the humanitarian sector, including a minimum of 2 years’ experience in a management position.
- Solid understanding of the principles of emergency preparedness, response and early recovery.
- Management experience in humanitarian sector, including experience leading multi-disciplinary, multicultural teams.
- Experience managing large-scale, multi-disciplinary projects.
- Ability to make rapid decisions, sometimes with incomplete or imperfect information during a fast-changing situation.
- Ability to organize multiple, simultaneous tasks, and deliver results within a specified period.
- Ability to work under pressure and with limited supervision.
- Proven ability to work strategically to set goals of a project and flexibility and creativity in realizing them.
- Demonstrated analytical and problem-solving skills, and results oriented approach.
- Demonstrated capacity for sound judgement to consider the relative costs and benefits of potential actions to choose the most appropriate one.
- Demonstrated analytical skills, including ability to handle detailed, complex concepts and problems.
- Demonstrated capacity to actively learn- understanding the implications of new information for both current and future problem-solving and decision-making.
- Strong management skills in administration, budget and personnel management, including proven ability to work in and lead teams remotely.
- Outstanding coordination, communication, representation and inter-personal skills, including proven capacity to persuade and influence others.
- Fluent written and oral communication skills in English; Working knowledge of French – desired.
- Knowledge of standard ICT office support tools including spreadsheets, word-processing and presentation software.

**Context related skills, knowledge and experience:**
- Experience in representational roles with humanitarian stakeholders.
- Prior experience with the following donors is desirable: DFID, ECHO
- Demonstrated understanding of needs assessments in humanitarian crisis.
- In-depth knowledge and understanding of the institutional mandates of IASC agencies and the humanitarian architecture.

**Behavioural Competencies:**
- Formulating strategies and concepts
- Leading and supervising
- Communicating with impact and respect
- Working with people
- Deciding and initiating action
- Planning and delivering results
- Adapting and responding to change
- Adhering to principles and values

**Performance Management**

The employee will be accountable for the responsibilities and the competencies. The following documents will be used for performance reviews:
• The Job Description
• The Work and Development Plan
• The Performance Review Template