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| **TITLE:** International Programmes Operations Officer |
| **TEAM/PROGRAMME:** Program Delivery  | **LOCATION:** Centre - London, UK or any existing Save the Children International Regional or Country office worldwide |
| **GRADE**: D1, Junior Level | **CONTRACT LENGTH:** Permanent |
| **CHILD SAFEGUARDING:** Level 3:  the post holder will have contact with children and young people either frequently or intensively or during Country Programme visits |
| **ROLE PURPOSE:** This role will provide the International Programs Operations Director with comprehensive project support and coordination to ensure it achieves its vision, purpose and priorities. This will include project management support to the team’s work plan as well as developing communication and engagement materials. The role will require regular engagement with International Programs Operations Leadership team, its teams and other colleagues across Save the Children. The role will be responsible for providing limited and targeted support to key cross functional areas within the team, such as risk management and awards. The role holder will also have the opportunity to provide initiative-specific support in other areas of work from the team. The role requires strong organizational skills, as well as innovative thinking to develop and implement solutions to support the team in working collaboratively and efficiently.  |
| **SCOPE OF ROLE:** **Reports to:** Director, International Programmes operations Continuous Improvement**Staff reporting to this post:** no direct reports**Budget Responsibilities:** None**Role Dimensions**: The role will require regular engagement with the teams and the wider programme delivery departments.  |
| **KEY AREAS OF ACCOUNTABILITY:** **IP operations leadership support (50%)** * Lead on coordinating the workplan for the IP Operations team’s shared priorities and annual planning, monitoring and reporting, helping to track progress against key deliverables.
* Support a shared understanding of team priorities and deliverables by maintaining clear channels of communication and identifying interdependencies & opportunities for collaboration between teams and functions.
* Help to maintain a strategic overview across teams and support cross-functional areas of work such as Diversity Equality & Inclusion, Team collaboration etc.
* Support the effective delivery of the IP Ops strategic priorities and workplan through ongoing communications planning and implementation, with the aim of effectively engaging and mobilising relevant stakeholders.
* Lead on knowledge management ensuring user-friendly platforms (such as OneNet site and Workplace pages) for IP Ops are developed and maintained. Manage team organogram and ensure is up to date
* Lead on developing communications materials (including a quarterly team newsletter to build team morale and a quarterly newsletter that showcases IP Operations achievements and successes.
* Alongside the director, lead on IP Ops team engagement and coordination. Support the management of team meetings and team away days
* Supporting the roll out of new processes and initiatives within the organisation: guiding and helping team members navigate the system, i.e. Develop to perform, Source to Pay, Oracle HR System
* Provide ad hoc meeting support to the Director.
* Building sustainable relationships to support the work of the directors and teams within SCI

**IP Risk Management – reporting & capacity building support (50%)** * Supporting the IP Risk Management Lead with collation, review and analysing the Regional Offices Risk Management Plans on a quarterly basis, including developing presentations and supporting on the preparation of slides and pre-reads for the Board and Senior Leadership Teams.
* Supporting the IP Risk Management Lead on IP risk priorities such as monitoring of Aid Diversion Risk Assessments, Awards Risk management, Letters of Assurance processes, risk performance dashboards etc22
* Support on the roll out of capacity building including tracking on training and following up with Country and Regional Offices
* The above may be in the form of taking on discreet, small projects or in the form of administrative support such as minuting of meetings, following up with stakeholders on action points, organising meetings and agendas etc.
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| **SKILLS AND BEHAVIOURS (SCI Values in Practice**)**Accountability:*** holds self accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
* holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

**Ambition:*** sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same
* widely shares their personal vision for Save the Children, engages and motivates others
* future orientated, thinks strategically and on a global scale.

**Collaboration:*** builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
* values diversity, sees it as a source of competitive strength
* approachable, good listener, easy to talk to.

**Creativity:*** develops and encourages new and innovative solutions
* willing to take disciplined risks.

**Integrity:*** honest, encourages openness and transparency; demonstrates highest levels of integrity
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| **QUALIFICATIONS*** Educated to degree level or qualified by relevant professional experience.
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| **EXPERIENCE AND SKILLS**:**Essential:*** Proven experience in a similar role, preferably in an international environment
* Some experience in reporting and managing project activities, preferably in an international NGO environment
* Experience in team building and internal communications to develop team culture
* Experience developing communication materials and using a variety of formats
* Strong planning/anticipation and organisational skills; experience of planning and organising meetings and events, with excellent attention to detail
* Strong interpersonal, written and oral communication skills, including fluency in English. Experience with communication management and document/web-page design a plus.
* Strong coordination and time management skills. Ability to plan ahead, anticipate requirements, problems and obstacles, juggle competing priorities successfully, and work effectively and calmly under pressure to tight deadlines
* Sound judgement, attention to detail and an ability to effectively prioritise multiple tasks in a constantly changing environment
* Ability to interpret requirements and ground them in concrete workplans and deliverables
* Proven ability to work effectively at a senior level, gaining trust and confidence with stakeholders
* Sound knowledge of office practices, procedures and administrative systems including filing systems. Competent in use of Microsoft Office including Word, Excel, PowerPoint and Outlook and SharePoint sites.
* Ability to adopt a pro-active approach to problem solving working closely with the Directors and other colleagues as required
* A positive, flexible and collaborative approach; ability to engage with a broad range of people at all levels, across different cultures and to act with confidence, credibility, discretion and diplomacy
* Thorough and trustworthy, takes pride in delivering high quality work and gives a high level of attention to detail
* Commitment to the mission, vision and values of Save the Children

**Desirable*** Good knowledge of SharePoint
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| **Additional job responsibilities**The duties and responsibilities as set out above are not exhaustive and the Officer may be required to carry out additional duties appropriate to their level of skills and experience. |
| **Equal Opportunities** The Project Officer is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. |
| **Child Safeguarding**We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse |
| **Health and Safety**The Project Officer is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. |
| **JD written by: Isabel de Blas Marin** | **Date: February 2023** |
| **JD agreed by:**  | **Date:**  |
| **Updated By:** | **Date:** |
| **Evaluated:** | **Date:** |