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| **TITLE:**  Regional Office Liaison Officer |
| **TEAM/PROGRAMME: Regional Office Support Services Team** | **LOCATION: Nairobi** |
| **GRADE**: 4 | **CONTRACT LENGTH:** **National; fixed term** |
| **CHILD SAFEGUARDING:** Level 1:  the post holder will not have contact with children and/or young people, or access to personal data about children or young people, as part of their work; therefore a police check will not be mandatory for this post unless the content of the post changes, in which case the Child Safeguarding level should be reviewed.  |
| **ROLE PURPOSE:** Responsible for supporting the Regional Office support services team in fulfilling all Liaison functions for Save the Children’s East & Southern Africa Regional Office, Kenya and Somalia COs in Nairobi per SCI policies and practices. The Liaison Officer coordinates matters with the government, facilitates work permits, renews visas and authenticates documents as required. |
| **SCOPE OF ROLE:** **Reports to:** Regional Office Manager**Staff reporting to this post:** None**Role Dimensions**: The East & Southern Africa Regional Office supports over seventy SCI and Save the Children member staff and a Regional Programming Unit.  |
| **KEY AREAS OF ACCOUNTABILITY :** **Work Permit/ Special Pass processing*** Responsible for processing international staff permits; obtain and renew all work permits, special passes, residence permits,
* Guiding on documentation requirements for work permits, special pass applications
* Ensure timely submission of applications and monitoring responses on the online ecitizen and efns immigration accounts
* Providing weekly updates on the status of all applications
* Responsible for processing entry and exit visas, visa extensions, driving licenses, and authentication of documents.
* Prepare weekly reports on Liaison functions and maintain an up-to-date Liaison tracker.
* Responsible for managing the day-to-day liaison activities with various internal and external stakeholders in processing applications for work permits, special passes, Alien IDs, visas etc.

**Visa Processing*** Responsible for processing of all visas for staff at the ESA Regional Office, Visitors, TAs and deployed staff based at the Regional Office
* Liaison with different embassies and maintain an up-to-date list of requirements with embassies of various countries.
* Providing guidance to staff on visa requirements for different countries
* Providing support in submitting visa applications on behalf of staff

**Passports processing*** Responsible for supporting staff with the passport application process.

**Liaison with Government Offices*** Processes and clears all SC consignments and all expatriate personal effects when coming and leaving the country.
* Ensures the Save the Children office registration requirement is fulfilled, including registration renewal with the respective Government offices.
* Coordinate with government agencies to facilitate key matters such as PIN registration and closure for expatriate staff.
* Provide support and be the link for staff with various government offices for any service requests with any of the respective government offices.

**Filing*** Systematically maintain files of hard and electronic documents related to work permits and residence permits; by ensuring an up-to-date record for International Staff and TAs in the regional office, including work permits applications tracking.
* Complies with all relevant Save the Children International policies and procedures with respect to child protection, health and safety, security, equal opportunities and other applicable policies.
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| **BEHAVIOURS (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** * Bachelor’s degree or Higher Diploma in Business Administration or related field
* At least four years experience working in a similar role.
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| **EXPERIENCE AND SKILLS****Essential or Desireable?*** Experience working with NGOs/UN sector in the similar management field
* Multi-task oriented. Excellent communication skills and problem-solving abilities.
* Insure immediate flow of information of a high level of communication, negotiation and excellent listening ability.
* Excellent problem-solving skills and good network with different none governmental and governmental office
* Good network with different none governmental and governmental offices and be computer literate
* Good written and spoken English
* Commitment to and understanding of Save the Children’s aims, values and principles.
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| **Additional job responsibilities**The duties and responsibilities as set out above are not exhaustive. The role holder may be required to carry out additional duties within reasonableness of their skills and experience. |
| **Equal Opportunities** The role holder 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 role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. |
| **JD updated by: Dorothy Achieng** | **Date: August 2023** |
| **JD agreed by:**  | **Date:**  |