|  |
| --- |
| **TITLE:** Regional Programme Operations Officer – Middle East, North Africa & Eastern Europe (MENAEE) |
| **TEAM/PROGRAMME:** MENAEE RO Programme Operations Team | **LOCATION:** Any country where SCI has a registered presence in the region. |
| **GRADE**: 4 | **CONTRACT LENGTH:** 12 Months, National Terms |
| **CHILD SAFEGUARDING: (select only one)**Level 3:  the post holder will have contact with children and/or young people *either* frequently (e.g. once a week or more) or intensively (e.g. four days in one month or more or overnight) because they work country programs; or are visiting country programs; or because they are responsible for implementing the police checking/vetting process staff. |
| **ROLE PURPOSE:** In the MENAEE Region, Save the Children currently operates a significant portfolio of development and humanitarian programmes across the region. It has a workforce of over 2,000 staff and annual expenditure for 2022 is expected to be in excess of $330 million. A large portion of these programmes consist of responses to large humanitarian emergencies (Yemen, Ukraine and Syria). We also work in countries with both longer-term development programmes and chronic humanitarian situations (Lebanon, Palestine, Iraq) as well as regular, smaller emergencies (Bosnia Herzegovina, Greece, and the refugee and migration influx into Turkey and Europe). The Regional Programme Operations Team includes the Regional Humanitarian Team, Regional Supply Chain Team, Regional Awards Team and Regional Civil Society and Partnerships team and exists to support Country Offices (COs) and humanitarian responses in the Middle East and Eastern Europe (MENAEE) region; working with CO Senior Management Teams and the MENAEE Regional Senior Leadership Team (SLT) to ensure our work for children is delivered on time, on budget with compliance and to a high level of quality. The broader team under the leadership of the Regional Programme Operations Director oversee a variety of processes and procedures (many mandatory within Save the Children) including in relation to humanitarian response, effective supply chain planning and support, awards management, and donor compliance, on time programme delivery and risk management, and, civil society strengthening, partnerships and localization. The Regional Programme Operations Officer will serve to support the team by serving as the coordination point for many of these key processes, strengthening information management, monitoring key performance indicators and supporting the Regional Office’s use of established systems and procedures – such as quarterly reporting, risk management and ad-hoc initiatives to improve our work for children. |
| **SCOPE OF ROLE:** **Reports to:** Regional Programme Operations Advisor**Staff reporting to this post:** None**Budget Responsibility**: None  |
| **KEY AREAS OF ACCOUNTABILITY:****Supporting High Standards in Programme Management & Programme Operations*** Sup Ensure Country Office (CO) staff are well supported with the knowledge, tools and expertise to champion and model a high standard of operations management and program delivery which is grounded in cross-functional collaboration.
* Support the coordination of effective risk management in the country offices and in the region.
* Support KPI monitoring, follow up and reporting (incl. drafting of monthly and quarterly reports) for the MENAEE Region
* Act as a sounding board and problem-solving partner for addressing operational challenges in the region.

**Supporting Effective Risk Management & Risk Mitigation in Complex Contexts*** Participate in the Regional Risk Committee and coordinate the quarterly risk reporting and review process, in addition to coordinating support for COs to put agreed mitigation measures in place.
* Following up on the completion of Annual Aid Diversion Risk Reviews in relevant COs, in addition to coordinating support for COs to put agreed mitigation measures in place.
* Coordinate CO engagement with the SCI Global Assurance Team and coordinate follow up of delivery of actions arising from GA audits as per the established MENAEE regional process.

**Support the Regional Program Operations Team in specific initiatives** * Provide support for analysis, writing, facilitation, coordination for special requests / initiatives as and when required, for presentations, communications, change management etc.
* Support inductions and orientation of key Country Office staff

**General** * Demonstrate leadership in relation to Save the Children policies and practice with respect to child safeguarding, code of conduct, health and safety, equal opportunities and other relevant policies and procedures.
 |
| **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.
 |
| **QUALIFICATIONS** * A bachelor’s degree in an appropriate technical field or relevant practical experience.
 |
| **EXPERIENCE AND SKILLS*** At least three to four years’ experience in the humanitarian aid and development sector – or a related sector
* Practical experience of implementing risk management processes and effective mitigation measures.
* Proven experience as working as part of a team in a professional environment.
* Strong interpersonal skills to develop and maintain collaborative relations at all levels of management / leadership, must be capable of summarising and communicating complex information and data.
* In depth understanding of how to operate safely and securely in humanitarian response
* Skills to manage and operate in a pressured and changing environment.
* Excellent English language skills, and Arabic language preferred (but not essential)
* Ability to be flexible and to travel around the region, as and when necessary (up to 20% travel)
* Commitment to Save the Children’s vision, mission and values
 |
| **Additional job responsibilities**The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of 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. |
| **Safeguarding our Staff:**The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy |
| **Health and Safety**The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. |
| **JD written by:** Lana Othman | **Date:** July 2023 |
| **JD agreed by:** Mohamad Alasmar | **Date:** July 2023 |
| **Updated By:**  | **Date:**  |
| **Evaluated:** | **Date:** |