



## Role Profile

Basic information	
<b>Job title</b>	Rohingya Crisis Response Manager
<b>Department</b>	International
<b>Location</b>	Cox's Bazar, Bangladesh
<b>Reports to</b> <i>(Job Title)</i>	Country Manager
<b>Matrix manager if applicable</b> <i>(Job Title)</i>	Regional Emergency Manager
<b>Direct reports</b> <i>(Number or Not applicable)</i>	7 (Program Officers), Finance Officer & logistics officer
<b>Overall people management responsibility</b> <i>(Number or Not applicable)</i>	10
<b>Matrix management responsibility</b> <i>(Number or Not applicable)</i>	
<b>Budgetary responsibility</b> <i>(Amount or Not applicable)</i>	Around GBP 6 million
<b>Child protection clearance required</b> <i>(if applicable, Standard/Enhanced)</i>	Not required
<b>Based on</b>	Cox's Bazar
<b>On call/unsocial hours</b>	No

Role definition
<p><b>Role purpose</b></p> <p>Since violence broke out in Myanmar's northern Rakhine state last month, an estimated of 507,000 people have crossed the border into Bangladesh as of October 2, 2017 resulting in an increasingly chaotic, unpredictable condition and humanitarian emergency. The new arrivals brought little with them and are dependent on humanitarian assistance for food and other lifesaving basic needs. The makeshift settlements and refugee camps are expanding significantly and are scrambling for food, clean drinking water, health service, latrines, bathing space and hygiene material.</p> <p>To lead and manage Christian Aid's emergency response for the ongoing Rohingya crisis, an Emergency Programme Manager is being recruited. The Emergency Programme Manager (EPM) will be responsible for implementation, monitoring, direct supervision and the overall response operation management in Cox's Bazar. S/he will be responsible for coordinating with local government, NGO coordination task teams and all project stakeholders. The EPM will develop the implementation plan, guidelines and necessary monitoring tools across all project activities. S/he will develop regular implementation and monitoring reports and documents for focal persons related to intervention. S/he will need to take on challenges to ensure a rapid, effective and timely response, holding overall responsibility for project achievements and results.</p>
<p><b>Role context</b></p> <p>The key purpose of this role is in leading and managing Christian Aid's Rohingya Crisis emergency programme and profile in Bangladesh. Christian Aid (CA) has been working in Bangladesh since 1972. We are recognized for our work on emergency response programme, climate change, disaster risk management, gender equality and human rights issues. Our emergency programmes promote access to just and equitable resources and support the creation of resilient and thriving livelihoods for disaster and crisis affected</p>

communities. This role is for ensuring emergency support to the Rohingya as part of Christian Aid's emergency programme.

### **Specific Duties and Responsibilities**

**Planning, Implementing, Monitoring and Reporting of the Projects/Programme:** Lead to prepare specific need based short or long term intervention plan for emergency response programs. Ensure budget management for effective execution of the projects as stipulated in the project documents; Effectively manage and implement the planned and approved activities and strategies; Provide technical support to the team in implementation; Effectively manage partners; Prepare monitoring plans and regularly monitor and review the field operations to ensure the activities result into expected outputs. Play a coordinating role with team members to carry out field visits, prepare project review reports, technical progress reports and other periodic reports and submit to Country Manager to fulfil the internal and donor requirements; where necessary, get involved with local and national government line agencies and NGOs with views to sharing the learning of the programme.

**Emergency Programme Designing:** Closely coordinate with Programme Funding Division (PFD) while designing new projects for fund raising from institutional donors. Play key role in designing Rohingya emergency interventions by coordination with the others team members. Need assessment in emergency, emergency package designing, resource mobilization; emergency communication and coordination, field implementation, distribution planning and monitoring be the main responsibility. Overall responsible for emergency programme designing from planning to post evaluation.

**Linkage, Networking, Coordination:** Play a coordinating role to identify potential issues for advocacy and develop strategy for advocacy both at local and national level that the intervention can smoothly and timely delivered. Participate in related forum and coordination meetings and share the experience of the programme with the objective to bring positive decision making. Consult and coordinate with the team to identify key actors, likeminded consortium/agencies for roll out advocacy and involve in quick decision making in rapid humanitarian response.

**Mobilization and Management of the Resources:** Appraise human, financial and material resources of the programme and assess the resources needs for the programme. Manage and mobilize the available resources within the limit of the programme for maximum results by allocating and distributing across the programme in line with programme agreement. Mobilize external resources to best perform the programme objectives where possible;

**Communication:** Communicate the related information regularly to CM, team members; Mobilize partner organizations as per the agreement reached with the Christian Aid, Bangladesh to fulfil the programme objectives; Maintain good relations with project beneficiaries, partners and stakeholders; Assist developing and strengthening networks of peers and professional contacts, within and outside the organization;

**Management of human resources, grants and partnership:** Line manage and appraise the programme team; Lead the programme team ensuring effective utilization of human resources with highest performance standards; Support an environment of learning for staff within the programme; Together with other team members, undertake day-to-day management of the programme, including effective programme implementation and documents progress towards the achievement of outcome and impacts; Manage the programme funding and facilitate project/grants approvals processes as per PROMISE software procedures; Develop funding/grants plan and ensure timely transfer of grants and maintain appropriate records as per requirement; Monitor the overall grants expenditure in line with donor requirements and CA financial procedures in connection with Programme Finance Officer; Support the team to manage partnerships with local and international partners based on partnership principles, ensuring effective capacity-building, cross-learning and communication;

**Internal Communication:** Update Country Manager on regular basis about programme and other issues; Support to Country Manager through constructive suggestions and consult with other team members for overall development of the programme; Represent Christian Aid Bangladesh at different levels of meetings, workshops etc.; When needed, communicate with Consortium/Networks/Alliances as per advices from Country Manager; Maintain coordinate and communication with ICH and regional team needful basis and update Country Manager accordingly; Maintain collaboration with other departments i.e. PFD, Emergency

Programme, Monitoring, Finance, HR, Admin, etc

**Other responsibilities:** Take responsibilities in any emergency or disaster based programme directed by Country Manager.

### Key outcomes

- Provide technical expertise to ensure the implementation of project activities.
- Ensure quality implementation of the project following SPHERE Standards, Core Humanitarian Standard (CHS), Humanitarian Clusters, Rules and regulation of Bangladesh Government.
- Effective coordination within the consortium members as well as other external stakeholders including government, UN Agencies, clusters, INGOs, NGO's and other consortiums working at local and national levels.
- Ensure the development of implementation plans, guidelines and monitoring tools based on rapid and effective humanitarian response approaches
- Document the lessons learnt from the project
- Prepare regular updates and written reports as required for program reporting.
- Ensure effective compliance and financial management of the programme
- Ensure donor compliances including quarterly and final reports.

### Role requirements

#### Relationships

*(Key relationships, frequency of contact, purpose of contact (liaison/influencing/negotiating etc.)*

<b>External</b>	Relationship with the major donors, state and non-state actors, private sector and government in Bangladesh
<b>Internal</b>	Close liaison with various Christian Aid teams including the local country Programme, Finance Division, Internal Audit, Communications Division, Programme Funding Division and Programme Impact and Learning Team

**Decision making:** Manage and lead the emergency response projects. Decisions made within project life cycle, providing technical input when required. Decisions on appropriate recruitment methods for work group and ensure work group are motivated and managed effectively. Control and monitor budgets along with develop, manage and oversee the implementation of the programme and provide strategic oversight on the programme including developing the visibility of the programme at national and regional level. Appraise, monitor and review partners' programme according to CA and donor requirements. Representing Christian Aid both internally and externally.

#### Analytical skills

The post holder will develop procedures and systems to ensure effective administration and support for the program team. He/she will have the ability to apply logical thinking and common sense to gather and analyse information, designing and testing solutions to problems. Ability to synthesise data from appropriate sources and analyse to prepare meaningful and concise reports.

#### Developing self and others

The ability and desire to promote an open, challenging, inclusive work environment that emphasises cooperation and flexible to move anytime and anywhere.

## Person specification

### Applied skills/knowledge and expertise

*(Extent/type of knowledge, skills and experience required, extent to which a source of expertise to others. Maybe a professional qualification but may be skills and knowledge gained through experience)*

### Education and Qualifications:

Minimum Master's Degree in social science from any reputed university

### Knowledge, Skills, and Experience:

#### Essential:

- Good understanding of and experience designing and implementing emergency programmes
- Extensive knowledge and experience in working in the disaster and humanitarian field especially in emergency response, recovery program, DRR & CCA work in humanitarian context of Bangladesh.
- Extensive knowledge and understanding on humanitarian response standards and coordination sectors and actors, like SPHERE Standards, Core Humanitarian Standard(CHS), Humanitarian Clusters, Rules and regulation of Bangladesh Govt., Contingency Plan and IFRC code of conduct, HCTT etc.
- At least 5 years' experience to manage emergency programmes directly
- Experience working in consortium approach
- Experience in coordination with partners and developing partnerships
- Good knowledge of managing institutional donor supported programmes
- Excellent communication skills
- Experience of working in a high pressure and changeable work environment
- Excellent verbal and written fluency in English and Bangla.
- Confident and clear communication skills, with an ability to transmit key messages in a variety of ways, appropriate to different audiences

**IT competency required** Intermediate

## Competency profile

### **LEVEL 3: You are expected to be able to:**

#### **Build partnerships**

- Manage teams or lead projects supportively, involving others in discussing how to take work forward, helping people feel part of the team and treating everyone equally.
- Influence others to develop shared understanding and work cooperatively and collaboratively towards common goals where there are different personal or organizational agendas.
- Develop and maintain relationships with individuals and organizations to further Christian Aid's aims in humanitarian programming.
- Recognize and value differences in people; be ready to challenge assumptions, beliefs or attitudes in self or others.
- Manage expectations and adhere to what's agreed, by doing what you say you're going to do.

#### **Communicate effectively**

- Reflect the needs of different audiences, adapting style, media, timing and pace to communicate most effectively.
- Show an understanding of how personal and external factors impact on others' communication style and needs and seek to manage these differences to ensure that all voices are heard.
- Clarify expectations and anticipate interests and potential issues of others, in order to help them get involved in debate and dialogue.

#### **Steward resources**

- Accept accountability internally and externally for the effective use of Christian Aid resources.
- Before using or commissioning new resources, look for ways to achieve more effective outcomes by using existing resources in a new or different way. Manage resources and workloads to ensure you're own and others' goals are achieved.

#### **Deliver results**

- Create plans with key milestones and measurable outcomes: track progress and adjust to meet the objectives, ensuring others are aware of changes and reasons for them.
- Ensure individuals/ teams understand and agree to work to the overall goals, specific objectives and quality standards.
- Make recommendations or decisions in the best interest of Christian Aid, involving others as needed whether in and beyond own work area.
- Be willing to take action or make recommendations or decisions in difficult or ambiguous situations.
- Commit to your decisions and be accountable for them.
- Show willingness to adapt if your initial decision did not produce the expected result.

#### **Realize potential**

- Demonstrate continuing commitment to your own professional and personal development.
- Use coaching and mentoring skills to support others to develop.
- Encourage others to give their best by discussing goals and aspirations and recognize achievement.
- Provide an appropriate level of supervision according to need; know when to provide help and when to give others enough space to learn.
- Give constructive and timely feedback to others on difficult or contentious issues.
- Deal with poor performance directly and sensitively, seeking appropriate and timely advice and support if needed.

#### **Strive for improvement**

- Be open to radical suggestions and quick decisions
- Evaluate benefits and risks of new ways of working or ideas, and identify ways to reduce risk.
- Find and implement ways to better support internal knowledge and information sharing.

- Coach others on dealing with resistance to change. Seek and evaluate a range of viewpoints, whether internal or external, about how Christian Aid could do things better, regardless of whose ideas they are and what role they have.

<b>DATE CREATED</b>	October 15, 2017
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Further details of specific tasks and duties will be agreed with the line manager as part of the performance agreement. Any reasonable duty may be assigned that is consistent with the nature of the job and its level of responsibility.

This role profile is not prescriptive; it merely outlines the key behaviours the role-holder requires to be successful in the role; the key behaviours and responsibilities are subject to change. Any changes will be made in consultation with the role-holder.

You will be expected to abide by the Code of Conduct, policies and procedures within Christian Aid which may be updated from time to time.

You must be in sympathy with the aims, beliefs and values of Christian Aid as it seeks to work on relief, development and advocacy for poverty eradication.