

Preliminary job information

Job Title	DEPUTY HEAD OF MISSION FOR PROGRAMMES (PROTECTION BACKGROUND)
Country and Base of posting	JORDAN - AMMAN
Reports to	HEAD OF MISSION
Duration of Handover	1 week
Duration of Mission	6 months contract (subject to availability of funding)

General Information on the Mission

Context

Première Urgence Internationale (PUI) is a non-governmental, non-profit, non-political and non-religious international aid organization. Our teams are committed to supporting civilians' victims of marginalization and exclusion, or hit by natural disasters, wars and economic collapses, by answering their fundamental needs. Our aim is to provide emergency relief to uprooted people in order to help them recover their dignity and regain self-sufficiency.

The association leads in average 190 projects by year in the following sectors of intervention: food security, health, nutrition, construction and rehabilitation of infrastructures, water, sanitation, hygiene and economic recovery. PUI is providing assistance to around 5 million people in 20 countries – in Africa, Asia, Middle East, Eastern Europe and France.

As of February 2017, Jordan is the country hosting the third largest number of Syrian refugees with 655,895 registered with UNHCR. In Jordan, the first response to the needs of the refugees was carried out by the host communities alongside Jordan civil society and charity organizations. However, the constant influx of people put significant strains on the already weak economic situation of the Jordanian population in the areas of refuge, with around 79% of the refugees living outside of camps.

Refugees struggle to meet their basic needs, relying on dwindling savings, growing loans, humanitarian assistance and resorting to negative coping mechanisms. 2/3 of the Syrian refugees live below the poverty line, with rent being their major expenditure.

Addressing fundamental needs of the most vulnerable refugees and restoring dignity is a priority to be achieved through improved access to health for most vulnerable groups, psycho-social support for the most affected population, proposing alternative education for children out of school, improve living conditions for households and supporting access to legal documentation (and thus to services).

With the conflict in Syria being nowhere near a political solution, refugees and host communities will continue to co-exist and while tensions are raising in the communities, it is paramount to empower the communities to bounce back ensuring i) social cohesion, ii) development of sustainable economic opportunities and iii) access to public services.

PUI's strategy/position in the country

Since 2013, PUI has been responding to the needs of most vulnerable populations affected by the Syria crisis in host communities. Through a community-based approach, the objectives of PUI in Jordan are the following:

- Provide emergency/life-saving cash assistance to the most vulnerable population to meet their basic needs
- Improve access to services for most vulnerable populations in host communities
- Support initiatives at community level to ensure social cohesion and economic empowerment opportunities for most vulnerable populations.

The three pillars of PUI's strategy that stress Protection issues of the refugees include a) Alleviating measures such as **cash transfers** for **legal documentation**, reproductive health and education; b) **provision of services (informal education, PSS, life-skills activities, health education sessions and counselling, case management including referral and follow-up)**; c) strengthen the capacities of **community and local actors**; d) **Knowledge and awareness raising** of women, girls, boys, men and community influential related to health, importance of education, prevention of early marriage and child labour/abuse, rights and promotion of services uptake;

Current ongoing programmes:

ECHO: Protection Monitoring Programme in consortium with DRC and Mercy Corps including household level and community level protection monitoring, case management, referrals and cash approaches.

AFD: Community Programme in partnership with two CBOs including Health (community health facilitation), PSS, Education (remedial classes), Protection (case management) and Cash approaches.

Configuration of the Mission

BASE	AMMAN
NUMBER OF EXPATRIATES	4
NUMBER OF NATIONAL STAFF	33

Job Description

Overall objective

The Deputy Head of Mission-Programmes provides active support to the development and growth of PUI programming in Jordan, and leadership in the implementation of the current interventions. He/she will support programmes and MEAL Managers to implement ongoing programming and lead the development of new programme opportunities.

Tasks and responsibilities

- ▶ **Programmes:** He/She coordinates teams and ensures efficient implementation of programs, monitors needs and proposes new interventions to the Head of Mission, participates in updating the Country Strategy and suggests new operations according to needs identified in the country.
- ▶ **Technical support:** He/She supports the teams in the technical components of the different programs especially in terms of cash and protection and ensures the liaison with the technical advisor of the regional office and HQ.
- ▶ **Human resources:** He/she supervises the Programmes managers and MEAL (Monitoring, Evaluation, Accountability, and Learning) Manager (defining objectives, providing guidance, monitoring progress)
- ▶ **Security:** He/She assists the Head of Mission in analysis and management of mission security.
- ▶ **Representation:** He/She assists the Head of Mission in representing the organization to partners, donors and various authorities. *In particular*, He/She ensures the role of Co-Chair of the Basic Needs Working Group..
- ▶ **Relationship with headquarters:** He/She assists the Head of Mission in effectively circulating information between headquarters and the field, and ensures compliance with deadlines.
- ▶ **Logistical, administrative and financial monitoring:** He/she ensures that logistical and administrative procedures appropriate to the programmatic activities planned or ongoing are established and followed, and communicates relevant information to the other members of the country coordination team as appropriate.

Specific objectives and related activities

1. ENSURE IMPLEMENTATION OF PROGRAMS AND PROPOSE NEW INTERVENTIONS

- ▶ He/She ensures effective, efficient and qualitative execution of programs (attainment of objectives, monitoring of indicators, in compliance with the schedule of activities, budget monitoring, contractual report . . .). This includes establishing or updating as necessary those SOPs which are not the direct responsibility of any one manager (Cash protocols, accountability system, etc.).
- ▶ He/She alerts the Head of Mission in cases where discrepancies in the execution of programs would be identified and proposes adjustments (at the level of activities, intervention area, budget, implementation schedule...)
- ▶ He/She monitors humanitarian needs assessments and proposes new interventions to the Head of Mission.
- ▶ He/She initiates national coordination in the field (interdepartmental meetings, reports...)
- ▶ He/She supports the promotion of PUI's strategy and vision by coordinating with the programme managers to speak with a common voice during coordination meetings at national and field level;
- ▶ He/She ensures that operational practices respect PUI's procedures and formats and are in compliance with the PUI's operation policy.
- ▶ He/She ensures that the intervention is always respectful to PUI's mandate, values and internal rules; to local cultural and legal rules and that all team members are committed to the respect of the different PUI policies (Child Protection policy, PSEA, anti-farud, anti-corruption);
- ▶ He/She closely collaborates, promotes, and facilitates the intervention of the MEAL team in order to improve the quality of PUI activities in Jordan;
- ▶ He/She ensures that the Information System Management is in place and supervises its use by the relevant managers;
- ▶ He/She updates the MEAL plan for the mission ensuring relevant information is available in a timely manner on both qualitative and quantitative aspects and provides monitoring reports according to the MEAL Plan;
- ▶ Through the supervision of the MEAL Unit, She/he ensures MEAL plan and procedures are monitored;

2. PARTICIPATE IN THE DEFINITION/REVISION OF OPERATIONAL STRATEGY AND WRITING CONCEPT NOTES/PROPOSALS FOR DONORS

- ▶ He/She monitors changing humanitarian needs in Jordan and develops planning for new operations in coordination with the programmes teams, ensuring that new plans subscribe to PUI's mandate and strategy in Jordan.
- ▶ He/She participates in preparing/revising the mission Strategy for Jordan. In order to do this, he/she involves local and international teams under his/her supervision by encouraging reflection workshops, in which he/she will make recommendations/suggestions to the coordination team.
- ▶ He/She contributes to the development of high quality proposals in line with PUI country strategy.
- ▶ He/She ensures that personnel, financial and logistical resources are meeting needs, especially within the framework of new project suggestions. In the case of a delay in needed resources, he/she alerts the coordination team and participates in identifying solutions.

3. SUPERVISE AND MANAGE LOCAL AND INTERNATIONAL TEAMS

- ▶ He/She ensures strict application and respect of Internal Regulations by all staff;
- ▶ He/She defines, with each direct report, an action plan and for reaching defined goals
- ▶ He/She ensures a good communication between and among each member of his/her team through regular coordination meetings (or other if needed);
- ▶ He/She writes and authorizes job descriptions for validation. He/She develops and carries out recruitment and selection testing and interviews.
- ▶ He/She contributes to interpersonal issues as necessary and mediates potential conflicts
- ▶ He/She participates in making a decision to end the contract of the members of his/her team.
- ▶ He/She ensures and/or supervises the continued training of the local and an international members of his/her team (organizational, methodological, and potentially technical, support), participates in the identification of training needs and recommends training action internally or externally.
- ▶ He/She proposes relevant needed adaptation to the organizational chart of the mission and contributes to its implementation (job descriptions, etc.), in collaboration with the head of mission;

4. ENSURE THE CIRCULATION OF INFORMATION AND THE REPRESENTATION OF PUI

- ▶ He/She ensures information is efficiently communicated between the different teams and the coordination team.
- ▶ He/she participates in technical coordination meetings and is an active attendee of these meetings.
- ▶ In particular, he/she acts as co-chair of the Basic Needs working group.
- ▶ He/She coordinates the technical representation (with his/her teams) of the PUI among partners, donors and different authorities for the area which he/she is responsible for; In particular, he/she establishes a close technical coordination with the line ministries (particularly MOH and MOE)
- ▶ He/She is responsible for external technical coordination not directly related to the areas of responsibility of his or her staff.
- ▶ Part of the external relations responsibility includes exhibiting leadership in the overall humanitarian response by sharing learning, innovation, and best practices from the work of PUI with the rest of the humanitarian community.
- ▶ She/he represents the Head of Mission when requested.
- ▶ He/She actively supports the HoM in seeking for new funding opportunities and in representing the country programs to NGOs and partners.
- ▶ He/She compiles and organises in a timely manner information necessary and available on the field which is relative to the writing of donors reports and sitreps on external activities, and submits the same for HoM validation, respecting the internal authorization schedules and contractual due dates.
- ▶ He/She contributes to writing the monthly sitrep in sections concerning monitoring programmes in the area which he/she is responsible for, and submits this contribution for authorization and consolidation to his/her superior.
- ▶ He/She provides the mission with monthly statistical data and analysis (fact sheets);

5. ENSURE PROCEDURES ARE RESPECTED AND FACILITATING THE LOGISTICAL, ADMINISTRATIVE AND FINANCIAL MONITORING OF HIS/HER OPERATION AREA

- ▶ He/She makes sure that logistical, administrative and financial procedures are established and alerts the coordination team if gaps are observed in order that corrective action may be taken.
- ▶ He/She ensures (in link with Support coordinators) that program teams at all levels within the mission benefit from appropriate overall means

6. PARTICIPATE IN THE MANAGEMENT AND SAFETY OF GOODS AND PEOPLE

- ▶ He/She ensures safety information concerning Jordan is properly collected, and analyzed, and that alerts or useful information are communicated in an appropriate way to the other members of the coordination team and the teams in the field.
- ▶ He/She makes sure that PUI safety rules are established and implemented where he/she is responsible for programme supervision. He/she also alerts the coordination team if gaps are observed in order that corrective action should be taken.

Focus on 4 priority activities related to the context of the mission

1. **Provide support, guidance, and capacity building to the Programme Managers and MEAL Manager, particularly on soft skills and external coordination.**
2. **Proposal Development and representation:** Develop and submit high-quality, high-impact, and cost-efficient proposals for new and continued interventions in line with the PUI Jordan Country Strategy. Support HoM in presenting PUI approach and programs to potential donors and partners.
3. **Monitoring ongoing activity** through Results Based Management system in place, leading the improvement thereof, and contributing lessons learned and contextual awareness into improved humanitarian response through technical coordination
4. **Ensuring timely and quality program reporting** towards donors, mission and HQ

Team management

Number of people to manage and their position (expatriate/local personnel)

- ▶ Direct management: 3 Managers (1 expatriate, 2 nationals)
- ▶ Indirect management: around 24 persons

Required Profile

Required knowledge and skills

	REQUIRED	DESIRABLE
TRAINING	<ul style="list-style-type: none"> ▶ Master's Degree in related field ▶ Project cycle management ▶ Results Based Management ▶ Monitoring and Evaluation ▶ Protection ▶ Cash programming 	<ul style="list-style-type: none"> ▶ Training in public health/ cash/ or protection
PROFESSIONAL EXPERIENCE	<ul style="list-style-type: none"> ▶ Humanitarian ▶ International ▶ Technical 	<ul style="list-style-type: none"> ▶ Min. 3 years experience at coordination level of humanitarian projects, ▶ Successful experience in team management and the management of multisectorial programs (integrated approach) ▶ Knowledge of protection and cash programmes ▶ Experience in dealing with various type of stakeholders (CBOs, UN agencies, INGOs, LNGOs, authorities)
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> ▶ Excellent english writing skills ▶ Demonstrated success in program development ▶ Knowledge of project management ▶ Team management 	<ul style="list-style-type: none"> ▶ Experience in public health and livelihood programmes ▶ Experience in assessing needs ▶ Experience in working with community-based organizations ▶ Experience with PUI ▶ Experience in security management ▶ Experience in Consortium
LANGUAGES	<ul style="list-style-type: none"> ▶ French ▶ English ▶ Arabic 	English
SOFTWARE	<ul style="list-style-type: none"> ▶ MS Office Suite ▶ Other (to be specified) 	X
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> ▶ Ability to work in unstable circumstances ▶ Detailed knowledge of donors (ECHO, UN agencies, AFD, BPRM, DFID etc) 	Arabic and French are a plus but not mandatory
SOFTWARE	<ul style="list-style-type: none"> ▶ MS Office Suite ▶ Other (to be specified) 	Advanced excel and database skills

Required Personal Characteristics (fitting into team, suitability for the job and assignment/mission)

- ▶ Leadership skills and the ability to make decisions
- ▶ Ability to show authority, as necessary
- ▶ Analysis (discernment, pragmatism) and synthesis abilities
- ▶ Adaptability
- ▶ Organisation, rigor and respect of due dates
- ▶ Great ability to listen and to negotiate
- ▶ Good people person and good communication skills
- ▶ Ability to remain calm and level-headed
- ▶ General ability to resist stress in unstable circumstances
- ▶ Ability to delegate

Other

- ▶ Mobility: Travel within Jordan is required. Activities do not require overnights outside Amman.

Conditions

Status

- ▶ **EMPLOYED** with a Fixed-Term Contract

Salary package

- ▶ **MONTHLY GROSS INCOME** : from 2 420 up to 2 750 Euros depending on the experience in International Solidarity + 50 Euros per semester seniority with PUI
- ▶ **DAILY LIVING EXPENSES** ("Per diem")
- ▶ **HOUSING ALLOWANCE**: in collective accommodation
- ▶ **SENIORITY AND EXPERIENCE PREMIUM**: For each year of humanitarian experience, an additional 50EUR per month (up to 300EUR/month for 6 years of experience) above monthly gross income
- ▶ **BREAK POLICY** : 5 working days at 3 and 9 months
- ▶ **PAID LEAVES POLICY** : 5 weeks of paid leaves per year + return ticket every 6 months

Costs Covered

- ▶ Round-trip transportation to and from home / mission (travel expenses include visas, vaccines...)
- ▶ Medical coverage and complementary healthcare
- ▶ Insurance policies, especially for repatriation