

JOB DESCRIPTION

Preliminary job information

Job Title	HEAD OF MISSION - IRAQ
Country & Base of posting	Iraq, Erbil with frequent travels across the country
Reports to	Desk manager
Creation / Replacement (incl. name)	Replacement
Duration of Handover	15 days
Duration of Mission	12 months (renewable)

General Information on the Mission

Première Urgence Internationale (PUI) is a non-governmental, non-profit, non-political and non-religious international aid organization. PUI 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. PUI's 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 200 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 7 million people in 21 countries – in Africa, Asia, Middle East, Eastern Europe and France.

Humanitarian Context in Iraq

Wide-scale violence and armed conflict erupted in Iraq in January 2014. In Anbar governorate, the cities of Ramadi and Falluja were particularly affected, the violence and its impact quickly grew. Also in June 2014, ISg, together with other armed groups, attacked and seized control of Mosul and large portions of northern Iraq, including areas of Diyala, Kirkuk, Ninewa, and Salah al-Din governorates. The Government of Iraq (GoI) has conducted multiple military operations since 2016 to regain control of territories held by ISg and announced in November 2017 that military operations had successfully concluded in their retaking of all Iraqi territory. Military operations in Mosul, Anbar and Salah Al-Din have led to ongoing massive internal displacements, serious and systematic violations of civilian protection and basic human rights, interrupted access to basic services, and put a severe strain on host communities. The country is now gradually moving from an emergency situation which required lifesaving operations to a post-conflict transition towards durable solutions. As per the HNO published by OCHA on November 2019, 5.67 million people are in need of humanitarian assistance, with 1.77 million in acute need. Half of them are concentrated in Ninewa and Anbar governorates. Furthermore, an estimated 2.8 million returnees continue to form a complex caseload for humanitarians, development actors, relevant government agencies and donors, with 1.2 million in acute resilience and recovery needs.

PUI in Iraq

Implemented in Iraq since 1983 through Aide Médicale Internationale (AMI), and since 1997 through Première Urgence (PU), PUI (Première Urgence Internationale) brings help to vulnerable refugees, displaced persons as well as host communities (to avoid marginalization when the pressure on available resources becomes unbearable), in order to improve their living conditions and reinforce their resilience to enable them to regain dignity and autonomy. PUI's objective in Iraq is to provide a humanitarian response to needs arising from movements of population through actions aimed at reinforcing the existing Health system, and providing Mental Health Psychosocial Support to the people in need, but also at providing access to Shelter, to drinking Water, Hygiene and Sanitation. Given the scale of the crisis and the needs observed, PUI emphasizes multiple sectoral interventions and develops as much as possible an integrated approach, keeping health the core sector of its intervention.

Current programs of PUI in Iraq	
<p>1. Integrated Health, Protection, WASH and Shelter services provision to IDPs and vulnerable communities living in areas previously affected by the conflict in Anbar, Ninewa and Dohuk Governorates of Iraq The project aims at improving the living conditions of vulnerable populations in areas still impacted by the previous conflict, through health, protection, shelter and WASH interventions, and at providing health and protection services to IDPs in camps.</p> <p>2. Strengthening quality and access to mental health services in Iraq, in consortium with ACF-lead, IMC and HI The project aims at improving the access to quality mental health and psychosocial care in Iraq through enhancing technical capacities of governmental institutions at the ministry of health level, capacity building of stakeholders at national and governorates levels and promotion of mental health care. In particular, the project supports the mental health authorities in Iraq in order to improve the access and quality of services as well as increase community resilience.</p> <p>3. Emergency Response to the North East Syria refugees through the provision of Primary Healthcare services in Bardarash refugee camp, Kurdistan Region of Iraq The project aims at ensuring the access to quality primary health care services to the Syrian refugees affected by the emergency in North-East of Syria (started on October 2019, and still ongoing as per the end of November). The assistance includes the revitalization of a PHCC, awareness campaigns on good health and hygiene practices, referrals to secondary health care, in addition to mental health and psychosocial support, and sexual and reproductive health services.</p>	
Configuration of the Mission	
BUDGET FORECAST 2020	7,250,000 Euros
BASES	ERBIL, DOHUK, MOSUL, BAGHDAD, RAMADI, HADITHA
NUMBER OF EXPATRIATES	20
NUMBER OF NATIONAL STAFF	250
NUMBER OF CURRENT PROJECTS	3
MAIN PARTNERS	OFDA, MADAD, CDC
ACTIVITY SECTORS	Health, MHPSS, WASH, Shelter, Protection
EXPATRIATE TEAM ON-SITE	<p><u>Erbil Coordination</u>: Head of Mission, Deputy HoMP, Logistics Coordinator, Admin Coordinator, Grants Officer, Health Coordinator, MHPSS Coordinator, Infrastructure&Rehabilitation Coordinator, MEAL Coordinator, MHPSS PM</p> <p><u>Mosul</u>: Field Coordinator, Health Project Manager, Base Logistics Manager, Base Admin Manager</p> <p><u>Baghdad</u>: Area Coordinator, Deputy Area Co Programs, MEAL Manager, Admin Manager</p>

Job Description

Overall objective

The Head of Mission is responsible for supervising all PUI's operation within the country. S/He is the first official representative of PUI inside the country. S/He is in charge of the smooth functioning and the evolution of the mission. He defines and/or adjusts the positioning and the country strategy of the organization in comparison to the socio-political and humanitarian context, and leads the operations and development of the response programs accordingly.

Tasks and responsibilities

- ▶ Represent PUI within Iraq to partners, donors and duty bearers, and to promote an optimal operational space for pursuing PUI's strategic priorities in coordination with all relevant entities.
- ▶ Overall responsible for risk management and especially for the safety and duty of care for national and international staff.
- ▶ Set the strategic direction of PUI responses in Iraq in consultation with the Desk Manager and in line with the PUI's regional strategic direction and interests.
- ▶ Ensure that the programs are organized and managed in order to pursue opportunities while at the same time operate in compliance with minimum requirements and relevant guidelines.
- ▶ Make sure that the support services (Finance/Administration/Logistic) are in place and function in compliance with the PUI and donors procedures/requirements, and according to the situation in the country.
- ▶ Responsible for the timely and efficient implementation, management and reporting on the resources entrusted PUI in Iraq by donors and partners.

Specific objectives and linked activities

1. STRATEGIC AND PROGRAM DEVELOPMENT OF THE MISSION

- ▶ S/He keeps his/herself informed of changes in the humanitarian and political context of the country and the sub-region.
- ▶ S/He participates in the development of the mission by securing close contact with bilateral and multilateral donors, of whom s/he knows the policy (operational strategy, finance policy, compliance with the associative project of PUI).
- ▶ S/He communicates the mission strategy (in external version) to the donors in order for them to know PUI's activities and positioning.
- ▶ S/He is responsible for the development of the mission. Thus, s/he provides humanitarian monitoring and carries out new assessments as needed
- ▶ S/He may be called for ad-hoc support in the region.

2. SAFETY & SECURITY OF GOODS AND PEOPLE

- ▶ S/He ensures that PUI's safety management procedures and formats are in place on all locations of the mission.
- ▶ S/He ensures that safety plans for each Field Office are up-to-date, known and understood by everyone (expatriate and national).
- ▶ S/He ensures that material and personnel resources are sufficient to ensure the optimal safety of the teams, the equipment and the beneficiaries.
- ▶ S/He ensures that in case of a safety incident, the information concerning the incident is communicated without delay, to the Desk Officer and in accordance to the existing format.
- ▶ S/He ensures that safety information is properly collected, analysed and that alerts or important information are effectively communicated (to the Headquarters and the field).

3. PROGRAMS MANAGEMENT

- ▶ S/He ensures that programmes are properly carried out (targets, monitoring of timetables, respect of activity schedules, budgetary monitoring and contractual reports etc)
- ▶ S/He alerts the Desk Manager and the Program Officer in case a programme is delayed and suggests adjustments which can be made (in terms of activities, operational area, budget, schedule by which the programme is carried out etc).
- ▶ S/He establishes a formal coordination system (interservice meetings, reports etc) and ensures that this coordination system is implemented on each base.
- ▶ S/He suggests new operations and has them validated by the Desk Manager prior to submission to the donor. The documents associated with these new operations should be complete, should meet PUI's internal procedures and should follow donor guidelines and shall be sent to the Headquarters. S/He makes sure that the aforementioned documents subscribe to PUI's mandate and to the operational policy and are in accordance with the strategy of the mission.
- ▶ When defining new operations, he / she ensures that necessary operational resources are listed to enable the successful completion of the program and its monitoring.
- ▶ S/He initiates, organizes and ensures that the mission strategy is prepared, in coordination with expatriate and local teams as well as with the Headquarters.
- ▶ S/He ensures that action plans for each department are effectively carried out and monitored and are on track to achieve the results defined within the framework of the mission program.

4. STAFF MANAGEMENT / HUMAN RESOURCES (HR)

- ▶ S/He supervises all local and international teams on the mission.
- ▶ S/He defines the mission's organization chart.
- ▶ S/He may be involved in the recruitment process of the members of his/her team. S/He is informed of every decision to end an employment contract.
- ▶ S/He defines the objectives of each expatriate at the beginning of the mission and checks them regularly during and at the end of the mission.
- ▶ S/He ensures that each member of staff (local and international) is evaluated at least once during the mission by his/her superior (by their direct supervisors).
- ▶ S/He briefs, or has someone else brief, each new member of staff, when they take on the job, on the context, the programmes and the strategies of the mission, as well as safety regulations, logistics and administrative procedures, financial management and human resources and the use of communication.
- ▶ S/He participates in the training of expatriate or local staff (organizational, methodological and potentially technical support and the organization of training etc) and recommends internal or external trainings.
- ▶ S/He prepares, or has someone else prepare, the job descriptions of expatriates who need to be replaced or hired and communicates them in due time to the headquarters (ideally when a new project proposal is sent to the headquarters or 3 months before the replacement of an expatriate).
- ▶ S/He is particularly sensitive to managing the teams' stress. S/He monitors and validates holidays and also mediates potential conflicts, seeking appropriate support in case of an accident.
- ▶ S/He ensures PUI's Internal Regulations are respected.
- ▶ S/He protects PUI's image in the country and thus makes sure the entirety of the staff behaves in a way which is in compliance with the values maintained by the organization and is respectful of the local culture.

5. FINANCE, LOGISTICS AND ADMINISTRATIVE SUPERVISION

- ▶ S/He gives his/her consent for local procurement (in accordance with internal rules and donor guidelines).
- ▶ S/He ensures that PUI's logistics procedures (or those of the donor if they are stricter) are in place and monitored, especially for supplies, stock, fleet etc.
- ▶ S/He ensures that a supply plan (which respects PUI's and donor formats and rules) is prepared for each project and that it is updated as purchases are made.
- ▶ S/He supervises infrastructure and all of the mission's equipment (fleet, IT equipment, office equipment etc) and ensures they are properly utilized.
- ▶ S/He ensures that PUI's administrative procedures (finance, HR etc) are in place and monitored.

<ul style="list-style-type: none"> ▶ S/He is responsible of general cost optimization and ensures the financial supply of the mission (transfer requests, mission and supplier fees). ▶ S/He ensures that the mission's accounting is sent to the headquarters within the defined timeframe. ▶ S/He ensures that the administration produces budgetary monitoring for each project and that this monitoring are made available and analyzed with the logistics department, program managers and technical managers. ▶ S/He informs the headquarters of donor transfers which are received on the field. ▶ S/He ensures that PUI respects national law (labor law, taxes etc). ▶ S/He ensures that PUI is registered in the country of operation.
<p>6. ENSURING THE TECHNICAL AND MEDICAL MONITORING OF THE MISSION</p> <ul style="list-style-type: none"> ▶ S/He ensures the respect of medical and technical practices, in conformity with the mandate and operational policy of the association by guaranteeing a permanent connection between the different coordinators/medical and technical employees with their representative at the Headquarters. ▶ S/He ensures that the strategy of the mission and the programmes respects the medical and technical regulation of the association.
<p>7. REPRESENTATION /NETWORKING</p> <ul style="list-style-type: none"> ▶ S/He represents the association locally amongst donors, NGOs, International Organizations and local authorities and reports representation action to the Desk Manager in his/her periodical report. ▶ S/He participates in important coordination meetings and is an active member of these meetings. ▶ S/He is responsible for communication in general and more specifically with the media. ▶ S/He may be called to travel within the region to meet PUI's partners
<p>8. FUNDRAISING AND GRANTS MANAGEMENT (In close collaboration with the Deputy HoM)</p> <ul style="list-style-type: none"> ▶ Develop networks and partnerships with spearhead institutional donor, and others types of fund raising within the country. ▶ Keep abreast of the trends within the donor environment in the Country. ▶ Undertake diversified local and international fundraising initiatives to strengthen program funding and sustainability. ▶ Supervise the coordination of the production of good quality funding proposals and respond to call for proposals. ▶ Facilitate donor visits, donor meetings, round table discussions and evaluations as necessary. ▶ Make sure that effective grant management systems are in place and are consistent with the overall organization fund seeking and management policy and promote their application. ▶ Be aware of all donors conditionality in the fields of activity and monitor adherence to donors conditionality.
<p>9. LIAISON BETWEEN THE MISSION AND THE HEADQUARTERS</p> <ul style="list-style-type: none"> ▶ S/He is the main link between the headquarters and the mission. ▶ S/He sends internal and external reports to the headquarters, respecting internal authorization timeframes (sitrep, security incident report) and external contractual due dates (project reports). ▶ S/He has security plans validated by the Desk Manager and consults him/her for any decision concerning security. ▶ S/He regularly follows each expatriate team member and defines his/her needs in terms of training (timing, profile, personality etc) with the HR manager. ▶ S/He ensures information from the Headquarters is circulated on the field and vice versa (monthly and ad-hoc sitrep). ▶ S/He participates twice a year in the Mission's Week at the organization headquarters where s/e makes suggestions for changes in PUI interventions. ▶ S/He makes sure that key program documents (strategy program document, projects proposals, reports, etc.) are internally shared with the concerned people. ▶ S/He ensures the link between the mission's medical coordinator and the medical service at the Headquarters.
<p>Focus on the 3 priority activities relative to the context of the mission</p> <ul style="list-style-type: none"> ▶ Ensure a close follow-up of the context evolution and security situation ▶ Ensure the level of funding for the coming year given the reduction of humanitarian funds at country level and implement the new multi-year programming at mission level while updating it at the end of the year ▶ Ensure the internal staff regulations are updated, disseminated and in line with the new PUI national HR framework
<p>Team management</p> <p>Number of people to manage and their position</p> <ul style="list-style-type: none"> ▶ Direct management : 5 (Admin Coo, Log Coo, Deputy HoM OP, Area Coo CSI, Field Coo North) ▶ Indirect management : 19 expatriates - 250 national staffs / daily workers.

Required Profile

Required knowledge and skills

	REQUIRED	DESIRABLE
TRAINING	<ul style="list-style-type: none"> ▶ Bachelor or Master's degree related to a major field in strategic/program management ▶ Relevant academic education in social / scientific sciences. 	<ul style="list-style-type: none"> ▶ Project management ▶ Education in Agriculture/WASH /Public Health/Other ▶ Financial Management ▶ Human Resource Management ▶ Logistics and Security

PROFESSIONAL EXPERIENCE <ul style="list-style-type: none"> ▶ Humanitarian ▶ International ▶ Technical 	<ul style="list-style-type: none"> ▶ Min. 3 years of humanitarian experience in project co-ordination. ▶ Successful experience in expatriate team management and multi-sector programmes. 	<ul style="list-style-type: none"> ▶ Previous experience as Head of Mission in an NGO or OSI. ▶ Experience with the PUI ▶ Experience in security management
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> ▶ Knowledge and understanding of Middle East, and particularly Iraqi context. ▶ Excellent writing skills ▶ Team management ▶ Project management ▶ Detailed knowledge of the donors (OFDA, ECHO, UN agencies, CDC, MCC, BPRM...) 	<ul style="list-style-type: none"> ▶ Ability to work in unstable circumstances.
LANGUAGES <ul style="list-style-type: none"> ▶ French ▶ English ▶ Other (to be specified) 	<p style="text-align: center;">X (proficiency)</p>	<p style="text-align: center;">X</p> <p style="text-align: center;">Arabic - Kurdish</p>
SOFTWARE <ul style="list-style-type: none"> ▶ Pack Office ▶ Other (to be specified) 	<p style="text-align: center;">X</p>	

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

- ▶ Leadership skills and the ability to make decisions
- ▶ Trustworthiness and a sense of responsibility
- ▶ Charisma and the ability to awake enthusiasm for the work the project involves
- ▶ Ability to use authority, when necessary
- ▶ Analysis and synthesis abilities (discernment, pragmatism)
- ▶ Ability to adapt
- ▶ Organizational skills, ability to be thorough and respect due dates
- ▶ Strong listening and negotiation skills
- ▶ Good people and communication skills
- ▶ Ability to remain calm and level-headed
- ▶ General ability to resist stress and particularly in unstable circumstances

Other

- ▶ Anticipation – planning and autonomy
- ▶ Mobility: Extensive travel may be required

Conditions

Status

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

Compensation

- ▶ **MONTHLY GROSS INCOME:** from 3 190 up to 3 520 Euros depending on the experience in International Solidarity + 50 Euros per semester seniority with PUI

Benefits

- ▶ **COST COVERED:** Round-trip transportation to and from home / mission, visas, vaccines...
- ▶ **INSURANCE:** Medical coverage and complementary healthcare, 24/24 assistance and repatriation
- ▶ **HOUSING :** in individual accommodation
- ▶ **DAILY LIVING EXPENSES** (« Per diem »)
- ▶ **WINTER EQUIPMENT BONUS**
- ▶ **BREAK POLICY :** 5 working days at 3 and 9 months + **break allowance**
- ▶ **PAID LEAVES POLICY :** 5 weeks of paid leaves per year + return ticket every 6 months