

JOB DESCRIPTION

Preliminary Job Information

Job Title	HEAD OF MISSION
Country & Base of posting	SYRIA, DAMASCUS
Reports to	DESK MANAGER
Duration of Mission	12 months minimum

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.

PUI strategy/position in the country

For 2016-2022, PUI has developed a strategy aimed at ensuring a context based integrated response, considering the necessary interaction between sectors and the evolution of needs during implementation. The core of this strategy is the Population of Syria and has been designed based on an analysis of the most probable scenario for the medium-term future.

The implications of this scenario on the **needs of the population** can be summarized as:

Areas of Conflict: Need for continued emergency response, focused on basic, lifesaving interventions.

Areas of relative stability: Need to establish the ground for early and medium term recovery interventions. To do this, PUI proposes an integrated strategy, focusing on:

- Rehabilitating community infrastructures (ie. shelters, water and sanitation networks, health facilities, schools);
- Increasing accessibility to education for school-aged children including drop out children;
- Raising awareness about Child Protection issues, understanding of Children's Rights and accessibility to protection services;
- Re-establishing previous forms of livelihoods to reduce household's reliance on humanitarian intervention;
- Capacity building for adolescents and young adults in livelihoods activities;
- Integration of livelihoods beneficiaries into the private sector with development of linkages between beneficiaries and PUIs activities;
- Raising awareness about Psycho-social Support and building techniques and methodologies to enable educators to better respond to children's needs.

History of the mission and current programs

PUI registered in Syria in 2008, initially conducting educational activities to support Iraqi refugees under UNHCR and UNICEF funding. With the onset of the crisis in 2011, PUI adapted its strategy to respond to the humanitarian needs for the Population of Syria. PUI has a recognized know-how in Syria in emergency and early recovery in the following sectors: Infrastructure, WASH, Livelihoods, Education and Child Protection. Currently, PUI has an operational presence in eleven governorates: Aleppo, Lattakia, Tartous, Hama, Homs, Damascus, Rural Damascus, Dara'a, Deir Ez Zor, Idlib and Raqqa.

Configuration of the Mission

BUDGET FORECAST 2021	13.000.000 EUROS
BASES	DAMASCUS – LATTAKIA – DERA'A – HOMS – ALEPPO – DEIR EZ ZOR
NUMBER OF EXPATRIATES	5
NUMBER OF NATIONAL STAFF	145

NUMBER OF CURRENT PROJECTS	5
MAIN PARTNERS	OFDA, UNHCR, ECHO, OCHA/ERF, SDC
ACTIVITY SECTORS	Shelter, WASH, Education, Protection, Health, Livelihood / Recovery
EXPATRIATE TEAM ON-SITE	<u>Damascus, Syria (Operational Office):</u> 1 Head of Mission 1 Deputy Head of Mission/Accountability 1 Deputy Head of Mission/Programs 1 Logistics Coordinator 1 Program Quality Coordinator

Job Description

Overall objective

The Head of Mission is responsible for the smooth functioning of the mission, the protection of PUI beneficiaries interest and Institutional interests.

Tasks and Responsibilities

- ▶ **Safety & Security:** S/he is responsible for the safety & security of the mission.
- ▶ **Programmes:** S/he coordinates the teams and ensures that the programmes implemented on the mission are properly carried out. S/he also monitors needs and suggests new operations and development tracks for the mission.
- ▶ **Human Resources:** S/he ensures that the mission is adequately staffed and supervises the teams (defining objectives, follow-up).
- ▶ **Logistical, administrative and financial monitoring:** S/he ensures that logistical and administrative practices in place respect PUI procedures and formats and are in compliance with donors' rules and regulations.
- ▶ **Medical and technical monitoring:** S/he ensures that medical and technical practices respect PUI's procedures and formats and are in compliance with PUI's operational framework and policy.
- ▶ **Representation:** S/he represents the association in its relations with partners, donors, the media and different authorities.
- ▶ **Relations with Headquarters:** S/he ensures that information is properly circulated between Headquarters and the field and ensures that due dates are respected.

Specific Goals and Related Activities

1. ENSURING THE SAFETY & SECURITY OF GOODS AND PEOPLE

- ▶ S/he ensures the PUI's safety & security management procedures and formats are in place throughout the mission.
- ▶ S/he ensures that safety & security plans for each base and the mission are up-to-date, known to and understood by everyone (expatriates and nationals).
- ▶ S/he ensures that material and personnel resources are sufficient to ensure the optimal safety of the teams, the material and the beneficiaries.
- ▶ S/he ensures that in case of a security incident, the information concerning the incident is communicated, without delay, to the Desk Manager and in accordance with the existing format.
- ▶ S/he ensures that safety & security information is properly collected, analysed and that alerts or important information is effectively communicated (to the Headquarters and the field).

2. ENSURING PROGRAMMES ARE PROPERLY CARRIED OUT AND SUGGESTING NEW OPERATIONS

- ▶ S/he ensures that programmes are properly carried out (targets, monitoring of indicators, respect of activity schedules, budgetary follow-up and contractual reports, etc).
- ▶ S/he alerts the Desk Manager and the Program Officer in cases where there is a delay associated with a programme and suggests changes which could be made (in terms of activities, operation area, budget, schedule by which the programme is carried out, etc).
- ▶ S/he establishes a formal coordination system on the field (inter-departmental meetings, reports, etc.) and ensures that this coordination system is implemented on each base.
- ▶ S/he suggests new operations and has them authorized by the Desk Manager before submitting them to donors. The documents associated with these new operations should be complete, should respect PUI's internal procedure, should follow the Donor's template and shall be sent to the Headquarters for validation. S/he makes sure that the aforementioned documents subscribe to PUI's mandate and to its operation policy and are in accordance with the strategy of the mission.
- ▶ When new operations are outlined, S/he ensures that operational means are well defined in order to allow for the programme and its subsequent monitoring to be well carried out.
- ▶ 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 departmental action plans are effectively carried out and monitored and are on track to achieve the results defined within the framework of the mission programming.

3. SUPERVISING LOCAL AND INTERNATIONAL PERSONNEL TEAMS ON THE MISSION

- ▶ S/he supervises all local and international teams on the mission.
- ▶ S/he defines the mission organization chart and submits it for validation to the Desk Manager.
- ▶ 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 direct superior.
- ▶ 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, logistical and administrative procedures, financial management and human resources and the use of communication means.
- ▶ S/he participates in the training of expatriate or local staff (organizational, methodological and potentially technical support, organization of trainings, etc) and recommends internal or external training actions.
- ▶ S/he prepares, or has someone else prepare, the job descriptions of expatriates who need to be replaced or hired and communicates them in good time to the Headquarters (ideally at the time 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 team's stress. S/he monitors and authorizes holidays and also mediates potential conflicts, seeking appropriate support in case of an incident.
- ▶ 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.

4. ENSURING THE LOGISTICAL AND ADMINISTRATIVE MONITORING OF THE MISSION

- ▶ S/he gives his/her consent for local aid purchases and submits some purchase requests to the Desk Manager for approval (in accordance with internal and donors rules).
- ▶ S/he ensures that the PUI's logistical procedures (or those of the donor if they are stricter) are in place and monitored, especially for supplies, stock, management of the car park, etc.
- ▶ S/he ensures that a procurement plan (which respects the PUI's and the donor's format and rules) is prepared for each project and that it is updated as purchases are made.
- ▶ S/he supervises infrastructure and the entirety of the equipment on the mission (vehicles, IT equipment, office equipment, radio-communication and telecommunication equipment) and ensures they are properly utilized.
- ▶ S/he ensures that the PUI's administrative procedures (finance, HR, etc.) are in place and monitored.
- ▶ S/he is responsible for general cost optimization and ensures the financial supply of the mission (transfer requests, mission fees and payment of suppliers).
- ▶ S/he ensures that the mission's accounting is sent to the Headquarters within the agreed timeframe.
- ▶ S/he ensures that the administration produces budget follow-ups for each project, that these follow-ups are made available and analyzed with the logistics department, program managers and technical managers.
- ▶ S/he informs the Headquarters of donors' transfers which are received on the field.
- ▶ S/he ensures that PUI respects national law (right to work, taxes, etc).
- ▶ S/he ensures that PUI is registered in the country of operation.

5. ENSURING THE TECHNICAL AND MEDICAL MONITORING OF THE MISSION

- ▶ S/he ensures the respect of medical and technical practices, in conformity with the mandate and operation policy of the association by guaranteeing a permanent connection between the different medical coordinator/officers and technical coordinator/officers with their counterparts at the Headquarters.
- ▶ S/he ensures that the strategy of the mission and the programmes respects the medical and technical regulation of the association.

6. ENSURING THE REPRESENTATION OF PUI

- ▶ 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, or ad-hoc when necessary.
- ▶ S/he participates in important coordination meetings and is an active attendee of these meetings.
- ▶ S/he is responsible for external communication in general and for contacts with the media.
- ▶ S/he may be called to travel within the region to meet PUI's partners.

7. ENSURING THE SUPERVISION AND DEVELOPMENT OF THE MISSION

- ▶ S/he keeps his/herself informed of changes in the humanitarian and political context of the country and the 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 (operation strategy, financing policy and modalities), in compliance with the Associative Project of the PUI.
- ▶ S/he communicates the Mission Strategy (in external version) to the donors so that they know PUI's activities and positioning.
- ▶ S/he is responsible for the development of the mission. Thus, S/he ensures humanitarian supervision and launches new assessments in accordance with needs.
- ▶ S/he may be called for ad-hoc support in the region.

8. ENSURING RELATIONS WITH THE HEADQUARTERS

- ▶ S/he is the main link between the Headquarters and the mission.
- ▶ S/he sends internal and external reports to the Headquarters, respecting internal validation timeframes (sitrep, accident 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 takes stock of each expatriate team member and defines his/her needs in terms of positions to fill (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 annually to the Missions' Week at the Headquarters, where s/he makes improvements and development suggestions for PUI.

- ▶ S/he ensures the link between the mission's medical coordinator and the medical department at the Headquarters.

Focus on 3 priority activities relating to the context of the mission

- ▶ Ensure the continuity of the PUI Syria mission in terms of: representation and strategy implementation.
- ▶ Provide the necessary support to the team and its link with HQ.
- ▶ Ensure a proper context follow-up to orientate decision making at all levels.

Team Management

Number of people to manage and their position

- ▶ Direct management: 4 (Deputy head of mission for programs / deputy head of mission for accountability / Head of Access Negotiation, Development and Strategy / head of mission assistant)
- ▶ Indirect management: 140

Required Profile

Required knowledge and skills

	REQUIRED	DESIRABLE
TRAINING	Relevant academic education in social / scientific sciences. Bachelor or Master's degree related to a major field in strategic/program management.	<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.
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> ▶ Excellent writing skills ▶ Team management ▶ Project management ▶ Detailed knowledge of the donors (OFDA, ECHO, UN agencies, EuropeAid, AAP...) 	<ul style="list-style-type: none"> ▶ Previous experience as Head of Mission in an NGO or OSI ▶ Experience with PUI ▶ Experience in security management ▶ Experience in project management ▶ Experience in Advocacy ▶ Ability to work in unstable circumstances. ▶ Context analysis
LANGUAGES		
<ul style="list-style-type: none"> ▶ French ▶ English ▶ Arabic 	X	X
SOFTWARE		
<ul style="list-style-type: none"> ▶ Pack Office ▶ Other (to be specified) 	X	

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

- ▶ Autonomy
- ▶ Patience
- ▶ Strong listening and negotiation skills
- ▶ Excellent communication skills
- ▶ Ability to remain calm and level-headed
- ▶ General ability to resist stress and particularly in unstable circumstances
- ▶ Leadership skills and the ability to make decisions
- ▶ Trustworthiness and a sense of responsibility
- ▶ Charisma and the ability to awake enthusiasm
- ▶ 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

Other

- ▶ 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 PUJ

Benefits

- ▶ **COST COVERED**: Round-trip transportation to and from home / mission, visas, vaccines...
- ▶ **INSURANCE** including medical coverage and complementary healthcare, 24/24 assistance and repatriation
- ▶ **HOUSING** in individual accommodation
- ▶ **DAILY LIVING EXPENSES** (« Per diem »)
- ▶ **BREAK POLICY** : 5 working days at 2, 4 and 8, 10 months + break allowance
- ▶ **PAID LEAVES POLICY** : 5 weeks of paid leaves per year + return ticket every 6 months