ROLE PROFILE

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| Title | Emergency Response Manager, Nigeria | | |
| Functional Area | Programmes- Disaster Risk Management | | |
| Reports to | Country Director, with coordinating relationship with the Director of Programme Quality and Innovation | | |
| Location | Based in Maiduguri, Borno State | Travel required |  |
| Effective Date | June 2022 | Grade | International (Un-accompanied) |

role PURPOSE

Plan International Nigeria aims to respond effectively, rapidly, and at significant scale to the core humanitarian needs of children and their families affected by the Boko Haram crisis in the North Eastern Nigeria. Specifically, Plan International Nigeria aims to minimize disruption to formal and non-formal education systems and to restore formal education services; strengthen the proactive environment for children and their families including age and gender appropriate services during and after disasters; create opportunities for and build capacity of young people affected by the armed conflict to generate income and to improve their life skills; and to become recognized actor in both in linking related community based interventions to national coordination and interagency mechanisms where Plan International Nigeria will gradually take on leadership functions.

Therefore, the Emergency Response Manager is responsible for the quality and effectiveness of Plan International Nigeria emergency response Programme. Overseeing the development and implementation of the Emergency Response Plan (incl. project implementation of different projects with different institutional donors and National Offices), maintaining the emergency master budget, ensure the regular development of Sitreps, representing the organisation at various clusters, working groups and towards external as well as internal (i.e Regional Office, IH, Lake Chad Basin Unit) humanitarian actors, being the overall line manager for the whole emergency response team which is spread across three locations (Abuja, Maiduguri and Mubi).

Dimensions of the Role

In 2009, the Islamist militant group, Boko Haram became active in the North eastern Nigeria. The insurgency scaled up in 2010 when the group started suicide attacks as well as attacks on so-called soft targets in Borno and Adamawa States in Nigeria. Since then, more than 500,000 Nigerians have fled to neighbouring countries of Niger, Cameroon and Chad, and 2.2 million were internally displaced - around 1.2 million children in Nigeria were forced to leave their homes, 50% of these children under the age of 5. The activities of the Boko Haram terrorist group have paralyzed most business activities, deepened poverty and dislocated a huge population of people. Although the government has made some significant military gains against the group in recent time, the humanitarian situation remains deep and ravaging.

The Emergency Response Manager is expected to provide strategic leadership in all areas of emergency programming. He/she is responsible for the quality and effectiveness of Plan International Nigeria’s emergency response in Northeast of Nigeria. The Emergency Response Manager strengthens the country office’s overall capacity to be prepared for and respond to emergencies in accordance with Plan’s principles and practices.

The Emergency Response Manager is a key member of the Country Leadership team, leads and manages the emergency team and is the interface between the Emergency Team and the Country Director, the Lake Chad Program Coordinator and the Director of Programme quality and Innovation. He/she is the leader of the Emergency Response Team, responsible and accountable for developing, coordinating and managing all emergency activities. Emergency Response Manager has overall responsibility for the security and well-being of emergency staff. He/she is also expected to actively contribute to the delivery of Plan International Nigeria Country Strategic Plan.

Accountabilities

**Assessment, Programme Design and Planning**

* In association with the Director of Programme quality and Innovation, ensure emergency assessments are executed and from them; an integrated emergency response, implementation and exit strategies are developed.
* In consultation with Technical Working Groups, leads the Emergency Response team, to identify key sectoral assessments to be undertaken.
* Ensure that Plan International Members are provided with regular sitreps (approved by the Country Director) and are aware of humanitarian developments and Plan Nigeria’s response to them.
* Develop program initiatives that focus on strengthening the Comprehensive Emergency Response Framework.
* Coordinate the development of all project implementation plans and budgets within the framework of the agreed emergency response programme and strategy.
* Ensure the Country Director and the Director of Programme quality and Innovation are kept informed about assessment progress, emergency response implementation and strategies, project plans, progress reports, and other significant developments.
* Ensure Plan International Nigeria adheres to best international standards for emergency responses.
* In collaboration with the Business Development Team at the Country Office, identify funding opportunities with National Offices and lead proposal development with the Technical Specialists.
* Pro-actively network and build external relations and lead fund raising efforts and build up a portfolio of grants to finance a multiyear response plan in close coordination with the Business Development Unit.
* Lead in the development and design of all external emergency response proposals, budgets and reports, and ensure they are completed to the highest possible standard.
* Provide support to Lake Chad Program Unit.

**Emergency Project Management and Implementation**

* Maintain ongoing surveillance of the developing humanitarian emergency situation and adjust activities accordingly.
* Ensure adequate monitoring, reporting and acquittal of emergency activities in accordance with PLAN DRM strategy, policies and protocols.
* Ensure that different sectoral activities are implemented in a coordinated and cohesive manner in line with work plans and donor commitments.
* Ensure emergency activities are carried out in accordance with the Sphere Minimum Standards and Humanitarian Charter in disaster response.
* Strengthen linkages across all program departments to ensure a strong, coherent program approach in line with the Emergency Response and Recovery Program
* Regularly keep National Offices informed of program progress and key humanitarian issues
* Ensure that an overall monitoring and evaluation framework is regularly updated
* Support the conduct of research and other empirical evidence gathering at the field approved by the Country Director.

**General Management and Leadership**

* Establish and maintain constructive working relationships with other NGOs, UN agencies, host government, bilateral and multilateral donors, and other principle stakeholders including the military where present.
* Attend all the relevant inter-agency coordination and working groups meetings.
* Create the conditions to ensure effective teamwork and morale; and ensure staff well-being is addressed.
* Attend regular CMT and Emergency Response Team meetings and ensure follow up of action points.
* Promote a productive work environment with zero tolerance for verbal or physical mis-conduct, or discrimination against other persons on the grounds of race, colour, sex or creed i.e. the Red Cross and NGO Code of Conduct.
* Support country-wide disaster management capacity building initiatives
* Ensure all emergency staff are fully briefed on all aspects of security, social and cultural norms and local conditions and behaviour.
* Recommend changes to the emergency team composition and functioning with Country Office and partners to maximise emergency programme quality and effectiveness.
* Conduct performance appraisals of emergency staff as required, ensure regular feedback and mentoring on individual performance.
* Ensure the Country Director, Director of Programme quality and Innovation, and Lake Chad Program Coordinator are kept informed about assessment progress, emergency response implementation and strategies, project plans, progress reports, and other significant developments.

**Administration and Finance**

* Ensure with the Deputy Emergency Response Manager (responsible for operational issues) that administrative support functions are established and maintained in accordance with Plan International administrative policies and procedures.
* Compliance with all host country legal, contractual, labour and statutory requirements including registration in countries where Plan International has no pre-existing presence.
* Ensure with the Head of Finance the establishment, as necessary, and maintenance of Plan International financial management and accounting systems for all emergency assessment and response activities and assets.
* With support from the Finance and Administration Team and the Deputy Emergency Response Manager ensure that all finance policies and procedures are adhered to.
* Oversee budget preparation, setting the parameters and ensuring spends and forecast are in line with plans.
* Coordinate mobilisation of financial resources related to emergency activities.
* Ensure that reliable communications/information management facilities are established and maintained.
* Ensure emergency members are familiar with usage, procedures and relevant protocols
* Ensure with the Procurement & Logistics Manager/Officer the establishment and maintenance of a functional procurement and supply chain management system.
* Ensure with the Deputy Emergency Response Manager and the Procurement Logistics Manager/Officer the timely and appropriate establishment of all logistics infrastructure

**Safety and Security**

* Responsible for the security of all international and national staff when deployed on needs assessments or emergency response.
* Oversee the security of project staff & facilities in the project areas.
* Support the Security Focal Person in updating the standard operating procedures.
* In collaboration with the Security Focal Person, ensure all personnel understand individual and collective responsibilities for safety and security.
* Liaise with the Security Focal point at the CO to ensure establishment and compliance with Plan Security Guidelines and procedures; their effective application in the local context and periodically update relevant SOPs, etc.
* Monitor the operational environment with respect to increased level of threat and advise the Country Office, staff, Plan International and the Plan International Security Officer
* Keep the CO Head Office and other interested Plan members advised of changes and threats to the security of Plan staff, assets and operations.

**Advocacy**

* In collaboration with other partners, identify key advocacy messages relating to the emergency response issues.
* Lead the development of key advocacy messages in collaboration with Country Office, other partners, the regional DRM unit and IH DRM Department.

**Public Relations / Media / Representation**

* Work with the CO Communications Advisor in the development of constructive working relationships with media representatives to build international and public profile and ensure positive coverage and the timely provision of situation reports and fundraising material to Plan’s International Headquarters and National Organizations.
* Ensure all information, publicity and fundraising material recognises and respects the dignity of the affected persons.

**Organizational Capacity Building**

* Ensure the program good practices and lessons learned are shared within the organization
* In collaboration with the HR Officer, develop capacity building plan for ER staff and lead relevant capacity building programs

**Core Competencies:**

* **People Skills:** Ability to work independently and as a team player who demonstrates leadership and is able to support and train local and international staff and also able to work with disaster affected communities in a sensitive and participatory manner.
* **Communication Skills:** Well developed written and oral communication skills. Able to communicate clearly and sensitively with internal and external stakeholders as a representative of Plan International Nigeria. This includes effective negotiation and representation skills.
* **Integrity:** Works with trustworthiness and integrity and has a clear commitment to Plan International Nigeria's core values and humanitarian principles.
* **Resilience/Adaptability and flexibility:** Ability to operate effectively under extreme circumstances including stress, high security risks and harsh living conditions. Works and lives with a flexible, adaptable and resilient manner.
* **Awareness and sensitivity of self and others:** Demonstrates awareness and sensitivity to gender and diversity. Have experience and the ability to live and work in diverse cultural contexts in a culturally appropriate manner. Has a capacity to make accurate self-assessment particularly in high stress and high security contexts.
* **Work style:** Is well planned and organized even within a fluid working environment and has a capacity for initiative and decision making with competent analytical and problem solving skills.
* **Knowledge and skills:** knowledge of Plan International Nigeria and Global policies and procedures, Sphere and the Red Cross/ NGO Code of Conduct. Requires general finance, administration, information management and telecommunication skills and proficiency in information technology/ computer skills.

Human Resource Development

* Ensure that human resources implications for Plan International Nigeria for both existing and anticipated emergency response are fully assessed, identified, described and communicated.
* Support in the development and management of emergency response human resource protocols.
* Ensure all Emergency Response personnel understand and carry out their duties in accordance with humanitarian principles, Plan values, the Red Cross Code of Conduct and SPHERE.
* Conduct performance appraisals of direct reports and ensure regular feedback and mentoring on individual performance.
* Recommend changes to Emergency Response team composition and functioning with Country Office and partners to maximise emergency programme quality and effectiveness.
* Build the Capacity of the humanitarian field team on humanitarian standards and principles.
* Ensure that the HR Database is regularly updated to monitor salary expenditure and contract end dates.
* In liaison with the HR staff make sure staff have suitable rest, relaxation and that well-being is addressed
* Monitor ongoing human resources issues and make recommendations and adjustments accordingly.
* Ensure team members receive thorough briefings and information.
* Review HR policies to ensure that they are appropriate for an emergency response context.
* Ensure with the HR manager that the systems used for HR are adapted to the emergency context to ensure a rapid response while maintaining an acceptable level of accountability in regards to the recruitment.

1. Ensures that Plan International’s global policies for Safeguarding Children and Young People and Gender Equality and Inclusion are fully embedded in accordance with the principles and requirements of the policy including relevant Implementation Standards and Guidelines as applicable to their area of responsibility. This includes, but is not limited to, ensuring staff and associates are aware of and understand their responsibilities under these policies and Plan International’s Code of Conduct (CoC), their relevance to their area of work, and that concerns are reported and managed in accordance with the appropriate procedures.

Plan International’s Values in Practice

**We are open and accountable**

1. Promotes a culture of openness and transparency, including with sponsors and donors.
2. Holds self and others accountable to achieve the highest standards of integrity.
3. Consistent and fair in the treatment of people.
4. Open about mistakes and keen to learn from them.
5. Accountable for ensuring we are a safe organisation for all children, girls & young people

**We strive for lasting impact**

1. Articulates a clear purpose for staff and sets high expectations.
2. Creates a climate of continuous improvement, open to challenge and new ideas.
3. Focuses resources to drive change and maximise long-term impact, responsive to changed priorities or crises.
4. Evidence-based and evaluates effectiveness.

**We work well together**

1. Seeks constructive outcomes, listens to others, willing to compromise when appropriate.
2. Builds constructive relationships across Plan International to support our shared goals.
3. Develops trusting and ‘win-win’ relationships with funders, partners and communities.
4. Engages and works well with others outside the organization to build a better world for girls and all children.

**We are inclusive and empowering**

1. We empower our staff to give their best and develop their potential
2. We respect all people, appreciate differences and challenge equality in our programs and our workplace
3. We support children, girls and young people to increase their confidence and to change their own lives.

Key relationships

| **Internal** | **External** |
| --- | --- |
| * Country Director * Director of Programme Quality and Innovation * Country Leadership Team members. * IH Disaster Preparedness and Response * Regional DRM Manager. * Functional departments Heads in the RO (ICT, Human Resource, SSM, Finance and Grants Compliance, Finance and Administration) * National Offices | * National and Local authorities especially relevant ministers in the country e.g. Borno State Ministry of Humanitarian Affairs, Security agencies etc. * Partners organisations * INGO Forum * Donors |

Technical expertise, skills and knowledge

* Significant humanitarian aid experience in complex and natural disasters.
* High level of all aspects of leadership and managerial experience, including managing multi-million £ budgets.
* Experience in complex decision making and leading a multi-disciplinary, multi-national team under difficult circumstances.
* The highest level of expertise in representation and negotiation with governments and donors.
* Strong understanding of the humanitarian emergency operating context, including Sphere, the humanitarian system, donors, security, civil military liaison and program management.
* Excellent written and spoken English skills

Physical Environment

Typical office environment, with travels to project locations

Level of contact with children

Low contact