

# JOB PROFILE

How to Apply for this Job



James Morgan/Tearfund

## Background on Tearfund

**Who we are:** We are a Christian organisation partnering with the local church wherever possible to see change in the lives of those in greatest economic need. We believe poverty is caused by broken relationships with God, others, the environment and ourselves, and working to see those relationships restored is key to how we work. We want to see change that is economic, material, environmental and spiritual. See: Tearfund's [Theology of Mission](#)

**Our vision:** To see people freed from poverty, living transformed lives and reaching their God-given potential

**Our mission:** We follow Jesus where the need is greatest, responding to crisis and partnering with local churches to bring restoration to those living in poverty

**Our values:** We aspire to be courageous, truthful, compassionate, servant-hearted and Christ-centred

*Relevant scriptures include: 2 Cor. 5:8-11, James 3:18, Romans 8:18-25, Philippians 4:7, John 10:10, Luke 4:16-21 and Micah 6:8*

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## Tearfund's Application Process

All applications need to be completed online using our online registration form. As you progress through your application, please ensure that you save each section.

If after reading through this Job Profile, you have any questions or want to find out more about our recruitment process, please do not hesitate to contact [recruitment@tearfund.org](mailto:recruitment@tearfund.org).

In this Job Profile pack we've included a full Job Description as well as a Person Specification. Please ensure that your application clearly shows how your skills and experience meet the requirements for this post.



## Job Profile

<b>Job Title</b>	International Systems and Compliance Support Officer
<b>Group</b>	Finance and IT & International Group
<b>Team</b>	Global Systems Programme & Operations and Assurance
<b>Location</b>	Global - Tearfund's global offices where we are registered and permitted to employ staff
<b>Responsible to</b>	International Assurance and Systems Owner

### Part 1 – Job description

#### 1. Purpose of the team

The purpose of the **Global Systems Programme** is to provide Tearfund with a new landscape of IT systems which will support the business strategy for at least the next 5 years. The specific outputs of the programme team include a costed, prioritised schedule of specific projects to address agreed requirements and an architecture strategy to ensure that all aspects of IT solutions are designed to best support organisational requirements.

The purpose of the **Operations and Assurance Team** is to ensure appropriate global support for the country and regional teams, as well as assurance that operations are meeting the required standards in terms of compliance with Tearfund policies and procedures.

#### 2. Main purpose of the job

70% as the International Project Officer for the Grant Payment and Management Application (GPMA). The role is integral to the project team in representing the systems, training and engagement needs of the international group stakeholders and ensuring that these are properly addressed, communicated and prioritised, as directed by the International Assurance and Systems Owner, in a timely manner. The key purpose of the role is to support the team in delivering a GPMA that meets the needs of the international group as the end-users. The role owner will become part of a group of Certified Salesforce Administrators and subject matter experts for the GPMA.

30% as the Compliance Support Officer for the Operations and Assurance (O&A) Team. The role will give specific systems and training support on compliance for international and or regional teams as needed. A key component of the role is to support the O&A team in ensuring responsive assurance support, effective training approaches, and user-friendly guidance and procedures that meet the needs of the country teams.

#### 3. Position in organisation

- Line managed by the International Assurance and Systems Owner and working closely with the GPMA Project Officer.
- Collaboratively work with the different members of the Operations and Assurance Team.

#### 4. Tearfund's Christian culture

We believe that prayer and discernment is fundamental to Tearfund achieving its mission of restoring relationships, ending extreme poverty and transforming lives. As a Tearfund staff member you are expected to:-

- Attend, remotely, Tearfund Prayers on Wednesdays, to pray for Tearfund's work and spend time in prayer and worship together
- Lead or participate in spiritual sessions of prayer and biblical reflection within your group
- Be committed to Tearfund's Mission, Values and Beliefs statement and to be actively working and living in accordance with Tearfund's Christian beliefs and theology of mission
- Maintain your own spiritual development, discover your gifts/callings and grow in discipleship

#### 5. Organisational requirements

- All staff are expected to live out Tearfund's values as they represent Tearfund externally
- All post-holders are expected to fulfil their personal objectives set by their line manager, contribute to their team's overall objectives, take responsibility for reviewing their ongoing personal development and maintain an awareness of Tearfund's strategy.
- All Tearfund staff share responsibility to promote and maintain a strong safeguarding culture, including identifying the key actions they should take given their role and responsibilities.

#### 6. Scope of the job

As the International Project Officer for the GPMA, the key purpose of the role is to support the project team in delivering GPMA in a way that highlights the needs of the international group as the end-users. Tasks will include but not be limited to testing, training, data migration, international group stakeholder engagement and systems administration and configuration among others.

As the Compliance Support Officer for O&A, the role will be a key support person in representing user experiences, issues and identifying solutions by ensuring responsive assurance support, conducting effective training approaches, and supporting the development of user-friendly compliance guidance and procedures that meet the needs of the country teams.

#### 7. Duties and key responsibilities

##### As the International Project Officer for the Grant Payment and Management Application (GPMA)

- Stakeholder engagement
  - Develop, enhance and maintain communication messages, channels, products, etc., for the international stakeholders in relation to GPMA that aligns with the Communications Strategy in collaboration with the Systems Owner and GPMA Project Officer.
- Testing
  - Supported by the Test Lead and working with the Systems Owner and GPMA Project Officer, support the conduct of the User Acceptance Testing phase to include training, defining test users and test cases, and helping in the monitoring activities.
- Training
  - Along with the Systems Owner and GPMA Project Officer, support the training plan enhancement and the conduct of online and face-to-face training by working closely with the supplier, the international stakeholders, and the Operations and Assurance Team.

- Liaise with the project team, the Operations and Assurance Team, the supplier and international stakeholders in developing and maintaining all documentation of system, processes, and training materials and products.
- Support the Learning Coordinator in creating GPMA course modules on the Tearfund Learning Platform.
- Be part of the training team, led by the System Owner, to roll out the system and support teams to embed knowledge post-roll-out.
- Facilitate the administrative and logistical needs of the training.
- Support model
  - Shadow and learn from vendor consultants to understand and independently execute the system's administration.
  - Establish Tearfund's role in the Salesforce and Amp Impact community of practice to feed in requirements for further development.
  - Support the cut-over activities from IBIS to GPMA and the decommissioning of IBIS.
  - Support the data migration activities required to replace IBIS with the new grant and partner management application.
  - Help define the project's exit criteria to ensure a smooth transition to Business As Usual (BAU).

#### As the Compliance Support Officer for Quality & Assurance

- Representation of country users and project work in relation to systems and processes
  - Understanding the specific challenges and requirements of different country teams.
  - Support the rollout or adaptation of systems and processes with the aim to have the best overall corporate impact.
- Training of systems and processes
  - Travel to support staff and conduct training on areas of due diligence but in particular leading on training packages for all staff on GPMA.
  - Educating staff to help them understand the rationale and value of different procedures.
- Supporting the resolution of operational issues
  - Respond to day-to-day queries on policies and procedures and GPMA.
  - Advise and support staff and partners on Tearfund processes and systems.
  - Supporting sign up of new partners, set up in IBIS or GPMA when developed, Global partners, and conducting sanctions checks.
- Development of field-based tools
  - GPMA and compliance practical tools to support the country offices.
  - Contextualisation of existing tools to ensure relevance.
  - Review of tools, from a user perspective, to simplify and reduce complexity where possible.
  - Ensuring changes meet requirements and are reflected in supporting procedures.

## Part 2 – Person specification

**Job title:** International Systems and Compliance Support Officer

	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Degree or equivalent level of knowledge</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Hands-on experience in country program management and operations.</li> <li>• Hands-on experience with grant-making processes and assessments in national and international organisations.</li> <li>• Experience working with local partners and or faith-based organisations.</li> <li>• Understanding of different approaches to training delivery and material and experience in conducting and or facilitating training sessions online and face-to-face.</li> <li>• Knowledge and understanding of current issues and trends in compliance.</li> <li>• Proven focus on results.</li> <li>• Experience in working with formulas in spreadsheets.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Tearfund’s grant &amp; partner management processes</li> <li>• Knowledge of Tearfund’s existing grant and partner management system</li> <li>• Experience in replacing systems within International NGOs.</li> </ul>
<b>Skills/Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to conduct effective and efficient training online and face-to-face.</li> <li>• Excellent writing, presentation, and oral communication skills.</li> <li>• Ability to deal with confidential and sensitive information</li> <li>• Excellent interpersonal skills including the ability to work cross-culturally</li> <li>• Adaptable and have a strong vision.</li> <li>• Proven experience to manage workload in a project environment with changing priorities and short deadlines.</li> <li>• Team player.</li> <li>• Good IT skills and use of web-based systems (GDrive, spreadsheets, etc)and other editing software.</li> <li>• Willingness and ability to travel internationally, and specifically to developing countries.</li> </ul>	Fluent in English and either any of the following languages: French, Spanish, and Portuguese.
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Bold and assertive in ensuring that the projects are set up to succeed</li> <li>• Flexible in adapting to changing priorities</li> <li>• Servant hearted in contributing to change that improves delivery of Tearfund’s mission</li> <li>• Resilient and determined in reaching goals</li> <li>• Committed Christian who recognises Jesus Christ as their Lord and Saviour</li> </ul>	

	<ul style="list-style-type: none"><li>● Committed to Tearfund's Mission, Values and Beliefs</li></ul>	
<p><b>OTHER COMMENTS:</b></p> <ul style="list-style-type: none"><li>● All roles require a DBS/Police check</li><li>● Tearfund is a member of the <a href="#">SCHR Misconduct Disclosure Scheme</a></li><li>● Personal identification information will be submitted against a Watchlist database to check against criminal convictions as a counter-terror measure</li></ul>		