Job Description

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| Position: | Camp Coordination and Management and Rapid Response Mechanism Programme Development Manager |
| Reports to: | Area Manager North |
| Supervision of: | CCCM and RRM Coordinators |
| Duty Station: | Maiduguri, Nigeria |
| Grade: | Grade Level 9 |
| Travel %: | 35% to field level operation areas |
| Project Number: | NGFX000 |
| Duration and type of contract: | 1 year (with possibility of extension) |

The Norwegian Refugee Council has been working in north-eastern Nigeria since June 2015, with Livelihoods and Food Security, Shelter, WASH, Education, Information Counselling and Legal Assistance (ICLA), Camp Coordination and Camp Management and Rapid Response Mechanism working together to benefit internally displaced, returnee and host communities. NRC’s Camp Coordination and Camp Management is currently managing 50 nonformal settlements for IDPs and the Rapid Response Mechanisms team provides immediate support to families and communities displaced by conflict or natural disasters.

All NRC employees are expected to work in accordance with the organization’s core values: dedication, innovation, inclusivity and accountability. These attitudes and beliefs shall guide our actions and relationships.

1. **Role and responsibilities**

The purpose of the CCCM Programme Development Manager position is to plan and implementation of all NRC Camp Management portfolios in Area North, and provision of technical support to RRM intervention in the Northeast of Nigeria. The role also includes reinforcing CCCM/RRM standards, financial and administrative management

Generic responsibilities

1. Adhere to NRC policies, guidance and procedures
2. Promote the rights of IDPs/returnees in line with the advocacy strategy
3. Line manage project staff and ensure capacity building of project staff and transfer key skills
4. Contribute to the development of Country, Area and CC strategies and coordinate across CCs
5. Develop CC projects and coordinate and manage CCCM/RRM project implementation (activities, budget and project documentation) in line with proposals, strategies and donor requirements
6. Provide technical direction and ensure high technical quality of projects
7. Provide regular progress reports to the Area Manager and the Head of Programmes
8. Ensure that projects target beneficiaries most in need of protection, explore and assess new and better ways to assist
9. Liaise and collaborate with relevant local authorities and other key stakeholders

Specific responsibilities

1. Ensure project data collection, quality and management and work closely with M&E to maintain and update relevant NRC tools (GORS, Internal Database, achievement and progress of project log frames)
2. Design technical implementation documents for CCCM and RRM projects including proposals, log frames and budgets.
3. Prepare internal and external reports including for donors.
4. Ensure standards for implementation are known and applied among CCCM and RRM teams
5. Participate in rapid assessments in new areas of intervention
6. Identify solutions to implementation challenges and constraints in a changing context
7. Provide technical support to other relevant NRC project managers and coordinators (Education, ICLA, WASH and FSL) for the development of the community-based intervention.
8. Make regular visits to implementation areas and sites of implementation for quality monitoring of the ongoing and completed works and make the correction and provide relevant recommendations.
9. Record and document good practices, and lessons learned and establish a database in coordination with M&E to capture CCCM/RRM program performance.
10. In collaboration with the Area Manager, play a key role in recruiting CCCM and RRM field staff
11. In coordination with the Area Manager, represent NRC in coordination meetings with local authorities and NGOs when required

Critical interfaces

Relevant interfaces for this position are:

* Project planning: Core Competency Specialists/PM and Coordinators, Area Manager, M&E
* Assessments: Local authorities, Area Manager, M&E
* Area operations: Support Coordinators (field office coordinators), Area Manager
* Staff capacity building: Specialist, HR Development Officer
* Implementation: Area Manager, Specialist

Scale and scope of the position

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| Staff: | Supervision of CCCM and RRM Coordinators. |
| Stakeholders: | UN agencies, INGOs, local NGOs, civil society, governmental bodies,  Local Authorities (LGA Chairman, Bulama), Shelter CCCM/NFIs lead and co-lead, SEMA/NEMA representatives, NGO specific shelter and Wash representatives focal point. |
| Budgets: | CCCM and RRM project budgets for both Areas |
| Information: | M&E Coordinator, HoP, Media & Communication Coordinator, M&E Dash board, GORS, Agresso, NRC Intranet, IOM DTM, CCCM/RRM sector/CWG/HLP/5W’s. |
| Legal or compliance: | NRC Terms of Employment, NRC Security policy, NRC Code of Conduct, NRC Security Standard Operating Procedures |

1. **Competencies**

Competencies are important in order for the employee and the organisation to deliver desired results. They are relevant for all staff and are divided into the following two categories:

Professional competencies

**Generic professional competencies for this position**:

* Minimum 3 years of experience at a senior level project implementation in a humanitarian or recovery context
* Previous technical CCCM and RRM expertise
* Previous experience working in complex and volatile contexts
* Documented results related to the position’s responsibilities
* Knowledge about own leadership skills/profile
* Fluency in English, both written and verbal

**Context related skills, knowledge and experience** (shall be adapted to the specific position):

* Bachelor’s Degree in development, or a related discipline, with Master’s Degree preferred
* Knowledge of the context in North-eastern Nigeria is a plus
* Experience with community mobilisation and engagement
* Experience in starting up community-based centres and/or outreach teams
* Experience with community-based development grants management
* Able to train and manage teams (to listen, advise, support, solve conflicts, motivate, etc.)
* Experience in financial, asset and human resources management, budgeting and administration
* Proven skills and experience in successfully managing field teams and distributions
* Experience with implementation of cash and voucher approaches
* Familiarity with international minimum standards of service delivery (i.e., SPHERE)
* Knowledge of Kanuri or Hausa is an advantage

Behavioral competencies

The following competencies are **essential** for this position:

* Handling insecure environments
* Managing resources to optimize results
* Empowering and building trust
* Managing performance and development
* Planning and delivering results

1. **Performance Management**

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

* The Job Description
* The Work and Development Plan
* The Mid-term/End-of-trial Period Performance Review Template
* The End-term Performance Review Template
* The NRC Competency Framework