ROLE PROFILE

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| Title: | Programme Support and Administration Coordinator | | |
| Functional Area: | Delivery, Performance & Accountability | | |
| Reports to: | Global Humanitarian Director | | |
| Location: | Where Plan International has an entity and you have the right to work | Travel required: |  |
| Effective Date: | 2023 | Grade: | 2 |

role PURPOSE

Plan International is an independent child rights and humanitarian organisation committed to children living a life free of poverty, violence and injustice.

We actively unite children, communities and other people who share our mission to make positive lasting changes in children’s and young people’s lives. We support children to gain the skills, knowledge and confidence they need to claim their rights to a fulfilling life, today and in the future. We place a specific focus on girls and women, who are most often left behind.

We have been building powerful partnerships for children for more than 80 years and are now active in more than 70 countries.

Plan International’s global strategy applies a full spectrum approach where Disaster Risk Management (DRM)/Humanitarian is an integral part of everything the organization does for children and girls, especially in fragile settings. A new DRM vision was developed in 2018 highlighting Plan’s ambition of becoming a global leader and the NGO partner of choice for promoting gender equality and protecting girls’ rights in disaster and conflict settings, working at the nexus of development and humanitarian efforts.

The post holder is responsible for overseeing administrative, logistical, and financial/grant oversight support, as well as providing some targeted programmatic support depending on background of the post holder and need in team.

Dimensions of the Role

The post holder is responsible for overseeing administrative, logistical, and financial/grant oversight support across DRM team, as well as provide some targeted programmatic support depending on background of the post holder and need in team.

Accountabilities

**Oversee administrative, logistical, financial oversight and support to DRM team**

* Organise and oversee travel arrangements and ensure good quality administrative support across team
* Manage logistical requirements and the organisation of workshops
* Analyse financial reports, identifying trends and monitoring budget vs expenditure and financial commitments, ensuring proper charging and phasing of budgets
* Provide relevant support and information to annual planning, reporting, and budgeting process
* Process all invoices related to the DRM/Humanitarian team and respective grants.
* Lead on charging and recording cost recovery, managing intercompany recharges, generating periodic reports on progressSupport technical leads on grant management of various projects, retention of relevant documents and ensure correct budget coding.

**Support to emergencies and live crisis**

* Schedule regular emergency response oversight calls with regions/ countries/ NOs and record minutes
* On occasion deploy to emergencies to provide programme support depending on background and experience

**Programmatic & Policy support and learning**

* Lead on knowledge management functions for relevant technical Networks.
* Support with management of Plan International’s intranet ‘Planet’ and ensure relevant documents are uploaded.
* Conduct desk reviews of existing literature, recent evidence and good practices related to DRM programming
* Engage in strategic projects across DRM
* Support advocacy and policy priorities, such as evidence collection, inputs to developing papers, disseminating advocacy initiatives and products in digital platforms.

**Key End Results of Position:**

* Efficient and reliable travel arrangements made for team and visitors
* All payments processed accurately, coded correctly and completed in good time. Budget and expenditure information checked and available for management decisions.
* The incumbent continues to grow professionally through learning and support to selected technical programme leads in the DRM team

**Dealing with Problems:**

* Ensure work requests are dealt with promptly and efficiently
* Proactively identifies possible problems and addresses them
* 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

Key relationships

Internal:

* This post holder is expected to work with all members of Global Hub regardless of function or level as well as Regional, National and Country staff

External:

* Consultants and suppliers

Technical expertise, skills and knowledge

**Essential**

Knowledge

* Previous administration experience
* Fluent written and spoken English and excellent communication skills
* Excel, Word, Outlook and PowerPoint knowledge is essential
* Experience of establishing administration systems
* Knowledge of the humanitarian NGO sector
* Direct experience of working in a humanitarian response is extremely desirable

Skills

* Ability to deliver to tight deadlines and on multiple priorities
* Strong project administration skills
* Strong team building and motivational skills
* Experience in establishing administration systems
* Good organisational abilities; ability to prioritise tasks and meet deadlines
* Attention to detail; accurate and observant
* Interpersonal and diplomatic
* Ability to handle confidential correspondence in a professional manner
* Strong financial management skills and knowledge of Plan’s financial management systems and processes
* Excellent writing, research and analytical skills
* Ability to summarise technical issues in simple, accessible language
* Ability to work independently and as a team player who demonstrates leadership skills

Behaviours

* Communicates effectively
* Adaptable
* Proactive individual willing to be creative and take initiative
* Willing to work extremely hard for long hours during emergencies
* Comfortable working with senior management
* Aware of own strengths, weaknesses and pro-active in using feedback
* Aware of impact on others and uses impact to create positive climate at work
* Works with trustworthiness and integrity and has a clear commitment to PLAN's core values and humanitarian principles

Plan International’s Values in Practice

**We are open and accountable**

We create a climate of trust inside and outside the organisation by being open, honest and transparent. We hold ourselves and others to account for the decisions we make and for our impact on others, while doing what we say we will do.

**We strive for lasting impact**

We strive to achieve significant and lasting impact on the lives of children and young people, and to secure equality for girls. We challenge ourselves to be bold, courageous, responsive, focused and innovative.

**We work well together**

We succeed by working effectively with others, inside and outside the organisation, including our sponsors and donors. We actively support our colleagues, helping them to achieve their goals. We come together to create and implement solutions in our teams, across Plan International, with children, girls, young people, communities and our partners.

**We are inclusive and empowering**

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

Physical Environment

Typical office environment

Level of contact with children

Low contact: No contact or very low frequency of interaction