Oxfam: Humanitarian Processes and Quality Officer

Oxfam is an international confederation of 17 organizations networked together in 92 countries, as part of a global movement for change, to build a future free from the injustice of poverty. Our Secretariat is based in Oxford, with advocacy and campaigns offices in Washington DC, New York, Brussels, Geneva, Brasilia, and a liaison office with the Africa Union in Addis Ababa.

We are looking for candidates with a good knowledge of humanitarian work and international NGOs (Non Governmental Organizations) to develop and support implementation of systems and procedures which will ensure the quality and efficiency coordination of Oxfam’s humanitarian preparedness and response.

Job Requirements

• Successful candidates must have excellent communication, mediation and diplomatic skills with the ability to manage differing agendas and coordinate effective team working.
• Planning and organizational skills are essential in order to manage complex schedules and achieve deadlines, as is the ability to innovate.
• We are looking for individuals who are strong team players with an aptitude for leadership and creative in finding and implementing solutions in diverse circumstances.

Job Purpose

• To develop and support implementation of systems and procedures to ensure the quality of Oxfam humanitarian preparedness and responses.

Key Responsibilities

Coordination

• Coordinate, facilitate and support the Emergency Managers’ Network (EMN), in liaison with the Humanitarian Director (HD) and the Humanitarian Consortium Governance Group (HCGG)

Organizational Policy, Systems and Tools

• Update, further develop and maintain the Oxfam Humanitarian Dossier and related systems and tools.
• Through the EMN, develop and ensure applicability, dissemination and use of quality standards in tools and processes to enhance Oxfam coordination in humanitarian response.
• Support the development of Oxfam core humanitarian competencies in WaSH and EFS/Vulnerable Livelihood
• Promote Oxfam humanitarian coordination and processes across affiliates (HQ and field staff) by developing training and induction methodology, in coordination with other team members.
Organizational Development

- Redefine role and structure of EMN in line with organizational changes / OSP
- Facilitate development of humanitarian capacities and investment plans of new Oxfam Affiliates & support extension/transition of the Humanitarian Consortium
- Support the integration of Humanitarian work into the Single Management Structure (SMS) process in its implementation and improvement phase

Support

- Assist in the development, preparation and follow-up of the HCGG and Executive Directors meetings and teleconferences, particularly by providing EMN reports, work plans and policy documents for sign-off.
- In specific cases and by delegation of the Humanitarian Director support the Regions and Humanitarian Country Teams, in close coordination with the Oxfam International Humanitarian Officers.
- Support the Oxfam International Humanitarian Director as requested and any other duties as and when required.

Additional Responsibilities

- Systematize, monitor and/or implement regular evaluations of Oxfam humanitarian responses in coordination with the Oxfam International Humanitarian Officers. Monitor the quality of humanitarian response.
- Link with evaluation and learning processes to enhance the quality of Oxfam International humanitarian responses (linking with the Learning and Accountability Group within Oxfam International).
- Contribute to the development, monitoring and evaluation of Oxfam Operational and Strategic Plans.
- Coordinate with other Oxfam International Secretariat staff the EMN SUMUS (intranet) pages and discussion groups.
- Promote and communicate humanitarian mandate with new senior staff, and small and new affiliates.

Key Working Relationships

- Humanitarian Director
- Humanitarian Officers
- Humanitarian Information Administrator
- Emergency Managers Network
- Staff of Global Programs Department / all Oxfam Secretariat Departments
- Oxfam Affiliate Humanitarian Departments
- Program Governance Groups, Regional Humanitarian Staff and Humanitarian Country Teams

Key Competencies

- Excellent theoretical and practical knowledge of humanitarian work, and international humanitarian system
• Good understanding of Oxfam’s SMS structure and way of working is advantageous
• Excellent project and process management skills
• A team player with leadership and coordination skills and capacity to motivate others
• Excellent level of spoken and written English (other languages: French and/or Spanish desirable)
• Excellent organizer
• Good computer skills
• Good communication and team working skills
• Prepared to travel to risky areas if required
• Motivated to work for justice, and against poverty and suffering