



Job title: Programmes and Accountability Team Assistant

Working base: 17-21 Wenlock Road, London, N1 7GT

Reporting to: Programmes & Finance Manager

Direct reports: None

Salary: £25, 000 per annum

Contract status: Full time, 3-year contract

Introduction

The Disasters Emergency Committee (DEC) is a unique and dynamic membership organisation which comprises 15 of the UK's leading humanitarian agencies: ActionAid, Action Against Hunger, Age International, British Red Cross, CAFOD, CARE International, Christian Aid, Concern Worldwide (UK), Islamic Relief Worldwide, International Rescue Committee UK, Oxfam GB, Plan International UK, Save the Children, Tearfund and World Vision.

Since it was founded in 1963, the DEC has run over 70 fundraising appeals and raised more than £2bn to help save lives and protect livelihoods in disaster-affected communities around the world. The DEC launches appeals when there is a humanitarian emergency of such magnitude to warrant a national UK response. DEC fundraising appeals benefit from unique corporate partnerships through our Rapid Response Network and the combined expertise of our member agencies, resulting in wide reaching appeals across high profile TV, radio, and an increasing number of digital channels.

The majority of DEC funds are raised over an intensive two-week period following a disaster. Appeal funds are specifically for overseas humanitarian work and are normally spent over a two or three-year response period. An important part of the DEC's remit is in learning, accountability and sharing information.

The DEC Secretariat is funded by contributions from its member agencies and is responsible for the day-to-day running of the DEC. There are currently 25 staff members and a small number of dedicated volunteers, working together to promote the values of dynamism, openness, collaboration, empowerment, and innovation.

Background

We are currently managing three appeals: Coronavirus Appeal, Afghanistan Crisis Appeal and Ukraine Humanitarian Appeal, comprised of two phases, respectively. The reporting process in each phase is time constrained, demanding and hugely rewarding.

Role purpose

The purpose of this role is to support the efficient functioning of the Programmes and Accountability Team through administrative and logistical support; to boost team capacity by providing backstop support.

Key Responsibilities

Team administration, logistics and coordination

- Support team members with administration e.g., reconciling invoices/expenses/credit card, renewal of subscriptions, drafting and filing of supplier contracts, organising travel logistics (UK & overseas), general diary management, arrangement of team meetings, external meetings and facilitating smooth running of other processes, when necessary,
- Understand and manage the use of appropriate technology and tools to support strong team operations, including IT tools and practices,
- Continuously develop and maintain templates including draft contracts and briefing slides
- Coordinate annual budget processes,
- Liaise closely with Finance & Resources team regarding coordination of relevant meetings and office management enquiries,
- Provide general support and assist with queries from contracted consultants working with the team.

Member engagement

- Day-to-day management of DEC Knowledge Information Management system [Box], including maintenance of the appeal submissions tracker, issuing feedback, and getting new users set up.
- Provide training and support to DEC colleagues, member agency counterparts and other key stakeholders to use the knowledge and information management systems.

Other

- Provide team-wide support pre- and during appeals when and where required
- Manage work experience/volunteers where necessary
- Perform other duties that are relevant and appropriate to the role when required

Organisational Culture and Mind Set

- Ensure DEC's values are integral to and are upheld, throughout your DEC journey.
- Open to effective, personalised support for managing a healthy work-life balance.
- Acute self-awareness, maintaining behaviour and conduct of the highest standards of professionalism and respect as an ambassador for the DEC.
- Actively contribute to make the DEC a diverse and equitable workplace through inclusive practice and openness to different perspectives, cultures, and ideas.
- Embrace the working culture of a progressive learning and demanding humanitarian secretariat, seeking insight and using problems as opportunities to learn.

General

- Familiarity of, and adherence to, DEC's policies and procedures, including but not exclusive to Code of Conduct, Health and Safety and Dignity at Work. Policies will be updated from time to time, and in response to legislative changes.
- The DEC has adopted a hybrid model of working. Our headquarters are in London, and office-contracted staff are expected to be present in the office at least 2 days a month. Staff are encouraged to come into the office to facilitate face to face meetings and to enable interaction with internal and external staff. However, the DEC recognises the benefits of working remotely, both in terms of work focus and of work-life balance. Specific working patterns will be agreed with the line manager at the commencement of the contract.
- **Working hours and travel;** the post-holder may on occasions be required to work additional hours in response to an emergency, events held outside office hours or to extra workload. Where possible, notice of this will be given and TOIL (time off in lieu) is available. Occasional UK travel may be required.

Person Specification

The Programmes and Accountability Team Coordinator will be selected against the following criteria:

Essential	
Experience	<ul style="list-style-type: none"> • Proven experience of working with an international NGO
Applied skills, knowledge, and expertise	<ul style="list-style-type: none"> • An understanding of humanitarian issues and principles • Proven experience of providing administrative and operational support in a similar role, including proven ability to develop, maintain and improve administrative and operations systems and procedures. • Proven experience of working in a high pressured and changeable working environment and working to tight deadlines with multiple and complex priorities.
	<ul style="list-style-type: none"> • Good organisational and time-management skills and the ability to prioritise competing priorities and meet deadlines, without upward referral. • Working with qualitative and quantitative data and experience in creating and using spreadsheets for managing information, including use of web / intranet-based systems, databases etc. • Sound knowledge of Office programmes including MS Word, Outlook, PowerPoint, and Excel. • Able to maintain confidentiality and use discretion where appropriate. • Clear and confident verbal communication. • • Ability to work self-directed, using own initiative to identify and resolve routine problems.
Desirable	<ul style="list-style-type: none"> • Familiarity with monitoring and evaluation frameworks Budget monitoring or financial monitoring

Competency Profile	
Delivering Quality Results (A)	<ul style="list-style-type: none"> ✓ Puts in effort required to ensure the delivery of own work and objectives to meet (and exceed) expectations. ✓ Strong self-management of time and effort. ✓ Checks own work to ensure quality. Completes tasks / routine work in a timely manner.
Planning (B)	<ul style="list-style-type: none"> ✓ Takes account of team members and others workload when planning. ✓ Maintains awareness of impact on other parts of the organisation, keeping abreast of other's activities, objectives, commitments and needs. ✓ Has a good understanding of the sector in which the DEC operates.
Analytical and Innovative Thinking (A)	<ul style="list-style-type: none"> ✓ Interprets basic written information. ✓ Pays attention to detail by identifying and correcting errors. ✓ Recognises problems within their remit. ✓ Uses appropriate methods for gathering and summarising data.
Communications (B)	<ul style="list-style-type: none"> ✓ Maintains constructive, open and consistent communication with others. ✓ Resolves minor misunderstandings and conflict effectively. ✓ Communicates equally effectively at all organisational levels as well as external stakeholders (suppliers, partners and member agencies) ✓ Tailors communication (content, style and medium) to diverse audiences.
Team Working and Collaboration (A)	<ul style="list-style-type: none"> ✓ Knows their stakeholders and their requirements well. ✓ Respects and listens to different views/opinions. ✓ Is proactive in providing and seeking support from others. ✓ Gives and receives constructive criticism
Leading and Motivating (A)	<ul style="list-style-type: none"> ✓ Actively manages own development and performance positively. ✓ Builds capacity of colleagues by sharing knowledge (induction) and acting as induction 'buddy' when asked. ✓ Open to learning new things. ✓ Responds positively to feedback from others. ✓ Learns lessons from successes and failures
Resilience (A)	<ul style="list-style-type: none"> ✓ Recognises limitations and take steps to manage any resulting pressure or stress. ✓ Remains focused on objectives and goal in a rapidly changing environment. ✓ Takes responsibility for own work and for the impact of own actions. ✓ Shows a flexible approach to taking on mutually agreed additional work / responsibilities when needed to achieve results.

Benefits

- 25 days annual leave plus statutory public holidays.
- 24/7 free access to our employee assistance programme (EAP), via Life and Progress.
- Up to 8% company pension contributions (post probation).
- Season ticket loan.
- Cycle-to-work scheme.
- HealthCare Cash Plan.
- Informal dress code in general [smart when required].

This job description is a guide to the nature of the work required of the position at the DEC and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required as the DEC learns and evolves in response to global emergencies.