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## Job Description

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|--------------|--------------------|
| Position     | Operations Officer |
| Reports to   | Regional Lead      |
| Line Reports | None               |
| Job Family   | Officer            |
| Location     | International      |

### Our Purpose

The **Global Network of Civil Society Organisations for Disaster Reduction (GNDR)** was established in 2007. Since then GNDR has grown as the largest international network of civil society organisations working to strengthen resilience and reduce risk in communities worldwide. We are more than 1,200 organisations, many of them grassroots and local community groups as well as national, regional and international organisations and networks. We support the interface between civil society organisations at the frontline and local, national and international policy-making institutions and governance structures. GNDR members work together to amplify the voices of people most at risk and to influence policies and practices. We strengthen our capacities by creating knowledge, and through collaborative learning and action. Together our network is working to make an impact in over 120 countries.

### Our Vision

A world in which everyone works together to strengthen the resilience of people most at risk and prevent hazards from becoming disasters

### Strategic Objectives

GNDR has three mutually reinforcing objectives:

- Strengthen the collaboration, solidarity and mobilisation of civil society organisations
- Champion a localisation movement
- Strive for Risk-Informed Development

### Purpose of the Secretariat

The GNDR Secretariat serves as a support entity to the membership operating through a global hub in London and regional hubs in Africa, Asia and Latin America. The GNDR Secretariat is legally constituted as a UK charity with the main responsibilities of facilitating the development, coordination and implementation of strategy, work plans and budgets, including supporting the mobilisation of adequate resources.

### Main purpose of the role

The Operations Officer as a member of the secretariat team is responsible for supporting assigned Region by providing administrative, financial and logistical services to enable the efficient operation of the Region.

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## Position in the organisation

- Responsible to the Regional Lead.
- Part of the Secretariat team and active participant in cross-team working groups.
- Works in close collaboration with GNDR secretariat staff, members and project partners.
- Close collaboration with the staff in the region, and Membership Engagement Officer, Finance Business Partner, Financial Accountant, and HR Business Partner.

## Key Duties and Responsibilities

- Administrative support to the regional office
- Financial Management
- Support Donor financial reporting
- Travel arrangements
- Organising conferences and events

## Specific Responsibilities

### 1. Administrative support to the Regional office

- Be the first point of contact for general enquiries from regionally-based members
- Handle general office phone and email enquiries;
- Provide administrative support to the Regional Lead to coordinate the activities of the region;
- Oversee the administration of the regional office, including post, stationary, and tea and coffee, and liaising with the hosting members to ensure adequate office facilities are provided;
- Assist the Team Administrator in providing IT support to the regional office staff;
- Oversee the management and filing of documentation for the regional office, both physical and online;
- Assist the Regional Lead with compliance to local legal requirements of the GNDR offices in the region as required;
- Support the Membership Engagement Officer to ensure the maintenance and accuracy of GNDR membership database for the region;

### 2. Financial Management

- Assist the Regional Lead in the development and management of the regional budgets, including regional and global projects;
- Oversee financial record keeping for the region;
- Ensure supporting documentation for transactions, both paid for directly and via project partners, meets the requirements of donor regulations and audit.
- Process approved expenses and make payments to in regions suppliers;
- Prepare and submit, after approval, monthly expense reports to the Finance Business Partner;
- Ensure sufficient cash flow for operating the regional office;

### 3. Support Donor financial reporting

- Support the preparation of donor project budgets, and interim and final reports;
- Liaise with donor project partners in region to ensure timely and accurate submission of financial reports;

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#### 4. Organising conferences and events

- Assist in the organisation of internal and external meetings for the region;
- Assist in the organisation and coordination of major events, conferences, webinars and seminars eg Regional Advisory Group meetings, Regional Workshops, as required;
- Support regional staff members with travel logistics requirements to participate in GNDR workshops / events at global, regional, and national levels, including arranging flights and accommodation;
- Support staff from other regions with travel arrangements to the region including arranging visa invitation letters and other immigration requirements;

## Person Specification

Role: Operations Officer

| ATTRIBUTES / SKILLS               | ESSENTIAL   | DESIRABLE   |
|-----------------------------------|---|---|
| <b>EDUCATION / QUALIFICATIONS</b> | <ul style="list-style-type: none"> <li>• Appropriate University Degree</li> <li>• High proficiency, written and spoken, in English and in a second language, preferably French or Spanish</li> </ul>  | <ul style="list-style-type: none"> <li>• Finance related qualification</li> </ul>   |
| <b>EXPERIENCE</b>                 | <ul style="list-style-type: none"> <li>• Experience in administrative, logistical and financial work</li> <li>• Experience of working in civil society organisations</li> </ul>   | <ul style="list-style-type: none"> <li>• Experience of working in an accounting role</li> </ul>   |
| <b>SKILLS/ ABILITIES</b>          | <ul style="list-style-type: none"> <li>• Fluent in English and</li> <li>• Ability to think, plan, prioritise and organise in a clear and structured way</li> <li>• Ability to work in a flexible, dynamic environment</li> <li>• Strong team player with good interpersonal skills</li> <li>• Ability to communicate clearly orally and in writing in English</li> <li>• Good ICT / computer skills</li> <li>• Willingness to learn, open to new ways of working</li> </ul>   | <ul style="list-style-type: none"> <li>• Proficiency, both written and spoken in a second language, either French or Spanish</li> </ul> |
| <b>PERSONAL QUALITIES</b>         | <ul style="list-style-type: none"> <li>• Culture and gender sensitivity</li> <li>• Good interpersonal manner and comfortable in cross cultural communication with people from different backgrounds</li> <li>• Committed to working as part of a small secretariat team</li> <li>• A calm, confident, assertive and welcoming manner</li> <li>• Able to take initiative, work under minimal supervision and be flexible</li> <li>• Able to manage a varied workload to tight deadlines with an attention to detail</li> <li>• A team player, able to develop strong collaborative working relationships across the organisation, and to work on own initiative</li> </ul> | <ul style="list-style-type: none"> <li>• Committed to GNDR's mission vision and values</li> </ul>                                       |

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## INFORMATION FOR APPLICANTS

**Only candidates who are currently eligible to reside and work within the assigned country should apply.**

**START DATE:** As soon as possible. Position will be held open until filled.

**CONTRACT TYPE:** Contract will be offered on a fixed-term full-time basis subject to available funding and satisfactory completion of six-month probationary period.

**OFFICE HOURS:** 35 hour working week within the office hours of Monday to Friday 9:00am -5:00pm with one hour lunch. Flexible working arrangements are possible.

**ANNUAL LEAVE:** 25 days pro-rata basis plus statutory bank holidays, plus additional year end days at the discretion of the Executive Director

**PROBATION:** 6 months' probationary period with 3 months' mid-term review.

**SALARY:** TBC

**TO APPLY:** To apply for this position all applicants should send a brief cover letter and CV to [jobs@gndr.org](mailto:jobs@gndr.org) with subject line referencing the role title. Phone/Skype and/or Face-to-Face interviews will be arranged for short-listed candidates on a rolling basis. Only candidates selected for interview will be contacted. Closing date Sunday