

Job Description

Position	FRC Operations Manager, Ethiopia
Location	Addis Ababa, Ethiopia
Line Manager	Finnish Red Cross Country Manager, Ethiopia
Second line manager	Head of Region, East Africa
Duration	12 months (with possible extension), starting from January 2024

Background

Finnish Red Cross (FRC) is part of the Red Cross Red Crescent (RCRC) Movement, the world's largest humanitarian network with millions of volunteers and staff operating in 190 countries. Our mission is to alleviate human suffering, protect life and health, and uphold human dignity especially during armed conflicts and other emergencies. To achieve this, we follow the seven humanitarian principles: Humanity, Impartiality, Neutrality, Independence, Voluntary service, Unity and Universality.

FRC has been partnering with Ethiopia Red Cross Society (ERCS) since 1980's providing support for both long-term programmes and emergency operations. Currently, Ethiopia is facing multiple overlapping humanitarian crises, putting at risk the lives and livelihoods of millions of people, and driving continued high and urgent needs for humanitarian support. The Ethiopia Humanitarian Response Plan (HRP) 2023 requires US\$3.99 billion to target more than 20 million people across the country. To contribute towards ERCS efforts to respond to the humanitarian crisis, FRC will provide financial and technical support to ERCS to provide life-saving support to 38,200 conflict affected people, in Southeastern Zone (including Mekele) of Tigray. This is done through the provision of multipurpose cash assistance (MPCA) to 2,500 households and survivors of sexual and gender-based violence (SGBV), improving people's access to clean water at health facilities and in the surrounding communities and repairing and supplying ambulances to improve timely access to quality emergency health care services.

Purpose

The key role the Operations Manager is to provide technical guidance and overall oversight to efficient, effective, and quality implementation of the different components of the Tigray emergency operation. He/she will facilitate good partnership between the ERCS and FRC in the operation ensuring the cooperation also builds ERCS organisational and human capacities at different levels.

In addition, the Operation Manager will monitor different emergencies in the country and provide the necessary support for the country manager to enable FRC to provide timely humanitarian support to ERCS emergency activities in the different parts of the country.

Main responsibilities

With the support of the FRC Country Manager based in Addis Ababa and FRC Regional Team in Nairobi, the Operations Manager responsibilities consist of but are not limited to the following tasks:

a) Planning, coordination and strategic management of the operation

- Support the finalisation of the operative plans and organisational set-up of the Tigray Emergency Operation and after the operative kick-off, coordinate with ERCS the implementation, monitoring and reporting of the activities, keeping in line with the objectives outlined in the funding proposal for the operation.

- Coordinate with the relevant teams at ERCS HQ, ERCS Tigray branch and with other relevant RCRC Movement and non-RCRC Movement partners to ensure synergies and avoid duplications.
- Continuously assess socio-political, humanitarian and security situations and gaps in area of responsibility and review and make necessary adjustments to the operational plan when necessary.
- Consider the exit strategy for the operation from an early stage and how it might link to long term development.
- Assist in end of operation reviews and analysis of data to help evaluate the operation and improve ERCS's organizational and technical capacities for future operations.

b) Technical support and oversight

- Together with ERCS, plan and coordinate the identification and registration of the MPCA beneficiaries according to the objectives set in the funding proposal.
- Together with ERCS and the Finnish Red Cross procurement centre in Finland, support the procurement of medical supplies for health facilities, SGBV activities and the repair, equipment and replenishment of ERCS ambulances.
- Supported by the technical FRC advisers in the regional office, provide technical assistance to ERCS staff and volunteers to effectively implement the operation, ensure the services provided are relevant, timely and safe in accordance with applicable humanitarian standards and Red Cross Red Crescent (RCRC) Movement and donor policies, regulations.
- Ensure own safety and security by adhering to security guidelines and communicating the same to all staff involved in the Emergency Operation.
- Lead the risk assessment process in close collaboration with the ERCS HQ, FRC Country Manager and Regional Team concerning the Emergency Operation.
- Providing timely and appropriate narrative, technical, financial and security reports to the ERCS and FRC according to the ERCS, FRC and donor requirements. Report results will be shared regularly to the ERCS, FRC team and other relevant partners to inform potential adjustments needed to ensure accuracy and quality of the planned intervention.
- Disseminate information to internal and external stakeholders (IFRC operations, government, coordination bodies etc.) as requested by the FRC Country Manager, HQ or ERCS management.
- Assist in preparing for Audit (design and implementation decisions, evidence including complete financial reconciliation).

c) Support to ERCS humanitarian activities in the country

- Provide advise and support for emergency responses linked to other projects funded by FRC.
- Assist the Country Manager in the development of funding proposals that will aim in respond to humanitarian needs in Ethiopia.
- Take up additional responsibilities as required and in consultation with the Country Manager, Head of Region, and respective regional advisors.

Qualifications

1. Education

- University degree or technical qualification in relevant areas such as Disaster Management, Logistics, Business Management, or equivalent experience.
- Cash Level 2 Training
- WASH Training
- Basic training on emergency health

2. Experience

- Minimum 5 years of professional experience managing Relief activities in humanitarian emergencies.
- At least 2 years of RCRC Movement experience in managing programmes or projects, including planning, coordination, monitoring and guiding implementation, budget development and management of significant field-based projects, reporting and technical advice and guidance.
- Experience in field intervention, volunteer management, mentoring and capacity building, training project staff and working with vulnerable populations.
- Experience and knowledge in project management.

3. Skills and competencies

- Sound managerial, interpersonal, and organizational skills.
- Training facilitation and presentational skills.
- Excellent writing and documentation skills.
- Ability to work under pressure and manage a team in high-stress environments in an emergency context.
- Ability to conduct rapid assessment, baseline and satisfaction survey assessment.
- Knowledge of needs assessment indicators for needs analysis, monitoring and evaluation in disaster contexts, including SMART, SPHERE, and Cluster/Sector specific indicators.

4. Languages

- Fluent written and spoken English. Locally spoken language is an advantage.