

Rapid Response Role Profile

Job Title	FRC Operations Manager
Classification Level	
Immediate Supervisor's Title	Line manager: Finnish Red Cross Head of Region, East Africa Technical reporting: FRC Head of International Emergency Operations
Number of Direct Reports (if applicable)	1
Number of Indirect Reports (if applicable)	N/A
Duration	9 months, with a possible extension. Starting date: January 2023.
Duty station	Ethiopia – Oromia region, with regular visits to Addis Ababa. Based on the needs, the person could be deployed to other locations in the country.

Organizational context (where the job is located in the Organization)

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.

Ethiopian Red Cross Society (ERCS) is one of the main partners for the FRC in Africa since 1980's. Currently, the FRC and ERCS are engaged in both programmatic and emergency cooperation.

Presently, Ethiopia is facing acute humanitarian consequences caused by armed conflicts, other situations of violence, and natural hazards, such as floods and droughts. More than 20 million people are estimated to need humanitarian assistance in Ethiopia in 2022 and 2023; nearly three-quarters of them are women and children. It is projected that 6.8 million people in southern and south-eastern Ethiopia will likely face high levels of food insecurity because of the ongoing drought.

In line with the International Federation of Red Cross and Red Crescent Societies' (IFRC) Emergency Appeal and Operational Strategy 2022- 2024, FRC will provide financial and technical support to the ERCS bilaterally to meet the basic needs of the most vulnerable drought-affected people in Oromia region through emergency Multi-Purpose Cash Assistance (MPCA) and emergency water and hygiene promotion (WASH) activities (Emergency Operation). The Emergency Operation, funded by the Finnish Ministry of Foreign Affairs, aims to address the basis needs of 5,200 households (HH) or approximately 26,000 people through MPCA and emergency WASH activities for a period of 10 months.

Due to the nature of the Emergency Operation, this Role Profile is an outline of the likely responsibilities applicable to an Operations Manager with strong relief and logistics competencies, deployed in a bilateral partnership.

Role (Job Requirements)

Job duties and responsibilities

With the support of the FRC IM Roving Delegate, the FRC Country Manager and FRC Regional Team, the FRC Operations Manager will be responsible for supporting the ERCS concerning the following:

PLANNING AND COORDINATION:

- Support the design, set up, planning, implementation, monitoring and reporting, and transition of the Emergency Operation, keeping in line with the objectives outlined in the funding proposal for the operation.
- Consider the exit strategy for the operation from an early stage and how it might link to preventing future drought emergencies (nexus approach)
- Provide assistance to ERCS staff and volunteers to effectively implement the Emergency Operation in accordance with humanitarian standards (i.e., Sphere Minimum Standards in Humanitarian Response) and the applicable ERCS, FRC and donor regulations.
- Coordinate with the relevant ERCS HQ and ERCS Branch teams and other relevant RCRC Movement and non-RCRC Movement partners to ensure synergies and avoid duplications.

RELIEF:

- Plan and coordinate the Identification and registration of the beneficiaries of the Emergency Operation according to the activities and objectives settled and the humanitarian standards.
- Ensure that the items and services provided are relevant and provided timely and safely, and according to the Emergency Operation and humanitarian standards applicable.

LOGISTICS:

- Coordinating the provision and management of transport of relief materials as determined within the Emergency Operation, both in-coming (imported and/or locally-sourced) and out-going against requisitions.
- Support local procurement as required and as specified in the Emergency Operation in accordance with the ERCS and FRC Procurement guidelines.
- Supporting the implementation of fleet management for all vehicles within the Emergency Project.

ANALYSIS:

- Continuously assess socio-political, humanitarian and security situations and gaps in area of responsibility and review and make necessary adjustments to the operational plans against them.
- Report results regularly to the ERCS and FRC team and other relevant partners to inform potential adjustments needed to ensure accuracy and quality of the planned intervention.

SECURITY:

- Ensure staff safety and security by adhering to and communicating policies and regulations to all staff involved in the Emergency Operation.
- Lead the risk assessment process in close collaboration with the ERCS HQ and FRC Country Manager and Regional Team concerning the Emergency Operation.

REPORTING

- Providing timely, regular and appropriate narrative, technical, financial and security reports to the ERCS and FRC according to the ERCS, FRC and donor requirements.
- Disseminate information to internal and external stakeholders (IFRC operations, government, coordination bodies, etc.).

CLOSURE & TRANSITION:

- Assist in preparing for Audit (design and implementation decisions, evidence including complete financial reconciliation).
- Assist in Lessons Learning Reviews, analysis of data to help evaluation of program.

CAPACITY BUILDING

- Facilitate training and develop materials to help train NS staff/volunteers on Relief and CVA.

Duties applicable to all staff

1.	Actively work towards the achievement of the FRC's goals
2.	Abide by and work in accordance with the Red Cross and Red Crescent principles
3.	Perform any other work-related duties and responsibilities that may be assigned by the line manager

Profile (Position Requirements)

Education	Required	Preferred	
University degree or technical qualification in relevant areas such as Disaster Management, Logistics, Business Management, or equivalent experience		⊙	
IFRC Basic Delegate Training Course, IMPACT, ERU or equivalent knowledge	⊙		
IFRC Emergency Team Leader training	⊙		
Logistics training (ERU, FACT or similar)		⊙	
Cash Level 2 Training	⊙		
Practical Cash in Emergencies (PECT)		⊙	
WASH training		⊙	
Experience	Required	Preferred	
Minimum 5 years of professional experience managing Relief activities in humanitarian emergencies.	⊙		
At least 8 years' experience in emergency humanitarian operations, including volatile, fragile and sensitive contexts.		⊙	
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	⊙		
At least one year of professional Logistics in emergencies experience		⊙	
Significant experience in supporting or running CVA	⊙		
WASH in emergencies field experience		⊙	
Experience and knowledge in project management	⊙		
Knowledge & Skills	Required	Preferred	
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	⊙		
Proficient in computers (Word processing, spread sheets, Power Point, internet, etc.)	⊙		
Understanding of cash-based interventions	⊙		
Good analytical skills and solution-focused person	⊙		
Knowledge of needs assessment indicators for needs analysis, monitoring and evaluation in disaster contexts, including SMART, SPHERE, and Cluster/Sector specific indicators	⊙		
Core Competencies	Tier 1	Tier 2	Tier 3
Movement context, principles and values			⊙
National Society Capacity Strengthening			⊙
Coordination		⊙	
Assessment			⊙
Direction Setting and Quality Programme Management		⊙	

Information Management	⊙		
Resource Management	⊙		
Safety and Security			⊙
Transition and recovery		⊙	
Community engagement and accountability		⊙	
Protection, Gender and Inclusion		⊙	
Environmental sustainability	⊙		
Collaboration and teamwork			⊙
Conflict management		⊙	
Interpersonal Communication			⊙
Cultural awareness			⊙
Judgement and decision making			⊙
Motivating Others			⊙
Personal resilience			⊙
Integrity		⊙	

Technical Competencies - Relief Competency Framework (including in-kind and CVA) Logistics and IM	Tier 1	Tier 2	Tier 3
Coordination		⊙	
Advocacy	⊙		
Needs assessment & planning in emergencies			⊙
Market assessment		⊙	
Modality and mechanism selection			⊙
Transfer value (for CVA)	⊙		
Vulnerability and targeting			⊙
Beneficiary registration			⊙
Beneficiary communication and accountability		⊙	
Financial service provider (for CVA)	⊙		
Distribution and encashment			⊙
Monitor & reporting		⊙	
Supply chain		⊙	
Procurement		⊙	
Evaluation	⊙		
Data collection, analysis, management and protection		⊙	
Capacity building		⊙	

Languages	Required	Preferred
Fluently spoken and written English	⊙	
Good command of another IFRC official language (French, Spanish or Arabic)		⊙
Other languages: Finnish or Amharic		⊙