

# Job Description

## Position: Operations Officer Americas and Caribbean

Reports to	Regional Lead Americas and Caribbean
Direct reports	None
Job family	Officer
Location	Guatemala
Latest update	June 2023

## About us

We are the Global Network of Civil Society Organisations for Disaster Reduction (GNDR). Established in 2007, we are now a network of more than 1,200 organisations in over 120 countries. We work together to prevent hazards like floods, droughts, earthquakes and infectious diseases from becoming disasters where people lose their lives, incomes and assets. We listen to communities that are most at risk, strengthen the capacity of civil society organisations, and advocate for risk-informed development and localisation.

## Our vision

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

## Our goals

Our members have set three goals for the network for our 2020-25 strategy:

1. Strengthen the collaboration, solidarity and mobilisation of civil society organisations
2. Champion a localisation movement
3. Strive for risk-informed development

## Purpose of the secretariat

The secretariat is responsible for delivering the strategy and annual work plans, as agreed by the global board and trustees. The secretariat supports the development, coordination and implementation of the GNDR strategy. Our team is responsible to the board of trustees and the global board, via the executive director. Staff are based in regional hubs in six countries around the world: Guatemala, India, Indonesia, Kenya, Senegal and the UK.

## Main purpose of the role

The operations officer as a member of the secretariat team is responsible for supporting the assigned region by providing administrative, financial and logistical services to enable the efficient operation of the region. **Most be FLUENT in English (write and speak) and live in Guatemala, as required.**

## 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.

## Overall scope of the role

- Administrative support to the region
- Financial management
- Support donor financial reporting
- Travel arrangements
- Organising conferences and events
- Membership Engagement regionally

## Specific responsibilities

### Administrative support for the region

- Be the first point of contact for general enquiries from members in the region
- Ensure the GNDR membership database for the region is maintained, up to date and accurate, and is used in line with the data protection policy

- Provide administrative support for the processing of applications for membership from organisations and individuals in the region
- Provide administrative support for regional and global communication with members
- Provide administrative support to the regional lead to coordinate the activities of the region
- Oversee the general administration of the region, including liaising with any hosting members
- Assist the GNDR team administrator in providing IT support to regional staff
- Oversee the management and filing of documentation for the region, both physical and online
- Assist the regional lead with compliance to local legal requirements of any GNDR offices in the region as required.

### **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.

### **Support donor financial reporting**

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

### **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.

## Membership Engagement

- Promote meetings with country members and National Focal Points
- Prepare calls for National Coordination Meetings along with agenda coordinated with the regional representative
- Arrange weekly calls with members randomly selected and track in a matrix advances
- Mapping members based on the calls, and aligned them with the risk drivers from GNDR strategy 2025

## Person specification

Attributes and skills	Essential	Desirable
Education and qualifications	<ul style="list-style-type: none"> <li>● Bachelor's level degree</li> <li>● Fluent in English (at least C1)</li> </ul>	<ul style="list-style-type: none"> <li>● Finance related qualification</li> </ul>
Experience	<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>
Skills and abilities	<ul style="list-style-type: none"> <li>● Native Spanish speaker</li> <li>● <b>Fluent in English (at least C1)</b></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>● Willingness to learn, open to new ways of working</li> <li>● Strong team player with good interpersonal skills</li> <li>● Good ICT/computer skills</li> </ul>	

<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>● <b>Resident in Guatemala</b></li> <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 mission vision and values</li> </ul>
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## Information for applicants

<b>Eligibility</b>	<p>Candidates must have the legal right to live and work in India . Currently the role is working from home with regular times in the office, as government guidance allows.</p>
<b>Start date</b>	<p>Mid May 2023</p>
<b>Contract type</b>	<p>Contract will be offered on a fixed-term full-time basis subject to available funding and satisfactory completion of a six-month probationary period.</p>
<b>Office hours</b>	<p>35 hour working week within the office hours of Monday to Friday 9:00am - 5:00pm, with one hour for lunch. Flexible working arrangements are possible.</p>
<b>Annual leave</b>	<p>25 days pro-rata basis plus statutory bank holidays, plus additional year end days at the discretion of the executive director.</p>
<b>Probation</b>	<p>Six months probationary period with a three month mid-term review.</p>
<b>Salary</b>	<p>GTQ 142,165 per annum plus pension contributions</p>

<b>How to apply</b>	<p>To apply for this position all applicants should send a brief cover letter and CV to <a href="mailto:jobs@gndr.org">jobs@gndr.org</a> with the subject line referencing the role title.</p> <p>Phone/Skype and/or face-to-face interviews will be arranged for shortlisted candidates on a rolling basis. Only candidates selected for an interview will be contacted.</p>
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