

Candidate Brief

Humanitarian Programme Manager September 2024



Credit: Mary Kate MacIsaac

During a "mom & me" activity in a safe space CARE Jordan's Hashimi Urban Refugee Centre in east Amman. Nearly 85 percent of Syrian refugees are living in urban areas. CARE has four urban refugee centres that offer case management, information provision, recreational activities and vocational training for youth and adults. CARE also supports refugees with emergency cash assistance and special winterization assistance, with funds also available to help prevent child labour, in the cash-for-education programme (Photo permission granted by parents).

Background Information

CARE International – a global organisation fighting global poverty

CARE International operates in more than 104 countries around the world. We run poverty-fighting programmes and deliver life-saving aid in 90 developing countries. This work is supported by global policy and advocacy work, fundraising, and programme management provided by CARE members in countries like the USA and the UK.

CARE's Vision 2030 is the Confederation's 10-year strategy. Gender justice is central to our work and we recognise that poverty cannot be eradicated and social justice achieved while gender inequality persists. Discrimination against women has negative implications for global security and development, economic performance, food security, health, climate adaptation and the environment, governance, and stability. CARE's 2030 goal is that 50 million people of all genders experience greater gender equality (particularly eliminating Gender Based Violence, and increasing women and girls' voice, leadership and education).

CARE's Vision 2030 also commits to doing the work of Antiracism. We know that to be anti-poverty is necessarily to be anti-racist. Critical listening and learning is integral to our approach and we are committed across the CARE Confederation to relinquishing power in the global north and strengthening the role of the global south. We place these principles at the heart of our work, from how we hire and promote, govern and lead, mobilise resources and partner.

CARE is non-religious and non-political, allowing us to deliver humanitarian and development assistance to anyone in need regardless of race, sex, gender identity or expression, ethnicity, age, disability, health condition or medical history, religion, political view or sexual orientation.

CARE International UK

CARE International UK was founded in 1985 and we are one of 14 full members of the global CARE International Confederation. We employ 100 staff and generate around £50 million a year for CARE's poverty-fighting work.

CARE International UK is about to publish its new 2023-26 Strategy working within the CARE International Vision 2030:

- We aim to support women and girls to lead in their communities, influence decisions and have the power to choose their futures.
- We recognise the power that we hold and intentionally give power, resources and space to local organisations and communities
- We aim to transform CIUK from playing a directive role to working in service to and solidarity with local partners and communities,
- We will contribute to the CARE 2030 vision through demand-led fundraising, advocacy and technical/programme support, with a particular focus on humanitarian action and climate change
- CIUK itself will become an anti-racist, diverse and inclusive organisation based on feminist leadership principles.

You can find out more about our current CARE International Vision 2030 [here](#).



The Application and Recruitment Process

1. Guidance on Completing the Application Form

Please complete the online application form clearly and in full, demonstrating how your skills, knowledge and experience relate to the Job Description and Competencies required for the role. When completing the personal statement, please address the relevant criteria in the Person Specification and provide evidence to support your answers. We're interested in what you did and the outcome. You may wish to include experience, skills and knowledge you acquired inside and outside of formal employment including through education, volunteering and life experience.

We can only shortlist candidates based on information provided in the application form. A personal statement tailored to the specific requirements of the role is an integral part of this information. Please do not attach a CV as this will not be considered.

2. Guaranteed Interview Scheme and Reasonable Adjustments

As part of CARE International UK's commitment to being a disability confident employer (level 2) we use the Guaranteed Interview Scheme. The Scheme guarantees that all disabled applicants who meet the essential criteria for the role are invited to interview. If you wish to be considered under the Guaranteed Interview Scheme, please complete the relevant section in the online application form.

To ensure our recruitment processes are fair and inclusive reasonable adjustments can be accessed at any stage. If you require adjustments at the application stage, including a copy of the recruitment pack in large print or an alternative format please contact hrteam@careinternational.org. We proactively ask all applicants invited to interview if any adjustments to facilitate their attendance and participation.

3. Referees

Please provide details of at least two referees, covering a minimum of 5 years; one must be your current or most recent employer. Voluntary placement or educational referees are suitable in the absence of employment references or gaps in employment history.

References will only be taken up as part of pre-employment checks if you are offered the role.

4. Equalities Monitoring

CARE International UK is committed to building and valuing diverse teams and aims to provide an inclusive working environment that is free from unfair and unlawful discrimination. As part of this process, we monitor recruitment to help us understand who we are reaching, reduce inequalities and continually inform our policies and practices. Providing your equalities monitoring information is voluntary but we do encourage you to do it. The information you provide will be used for statistical purposes only, it is confidential and will not be shared with the selection panel.

5. Shortlisting

After the closing date, all applications will be reviewed by a shortlisting panel to determine how each candidate's skills, knowledge and experience relates to the Competencies required for the post (as outlined in the Job Description and Person Specification). Candidates who demonstrate in their application that they meet the job criteria will be invited for interview. Only information included in the application form will be considered when shortlisting.

6. Interviews

As part of the selection process you will be asked to complete an exercise after the interview. You will then meet with a panel of three people who will ask you questions relevant to the role. This is your opportunity to expand on your application and demonstrate how you have the skills, knowledge and experience required for the role. At the end of the interview you will have the opportunity to ask the panel any questions you have about CARE International UK, the role and/or the terms and conditions of service.

7. Feedback

Unfortunately, resource constraints mean we cannot contact all candidates at the application stage. If you do not hear from us within 2 weeks of the closing date of the role, please assume on this occasion you have not been successful. We cannot provide feedback either on your application at this stage. Thank you for your interest in working with CARE International UK, we encourage you to keep an eye on our website for future vacancies.

Candidates who are shortlisted for interview but not appointed will be informed of the outcome of their interview in writing. If requested, feedback will be provided.

CARE International UK (CIUK)
Job Description

1. Overview

Post Title:	Humanitarian Programme Manager
Directorate:	Programme and Policy
Team:	Programme Management
Responsible to:	Senior Programme Manager - Humanitarian
Accountable to:	Head of Programme Management
Base Location:	Vauxhall, London. Flexible working options will be available.
Line Management Responsibility:	None
Budgetary Responsibility:	The post holder will be responsible for managing a portfolio of programmes at a value of several million pounds

Key External and Internal Contacts and Relationships

External Contacts	Internal Contacts
<ul style="list-style-type: none"> • Donor contacts for the programmes within the portfolio, for example FCDO teams, teams from other government departments, foundations, humanitarian donors. • Peer organisations, in particular partner organisations working with CARE to deliver programmes • Fund Managers • Private sector organisations working with CARE as partners to deliver programmes. • Relevant working groups such as BOND. 	<p>CIUK</p> <ul style="list-style-type: none"> • Technical colleagues • Programme finance colleagues • Programme Funding Team • Advocacy team • Communications team • Director of Programme and Policy <p>CARE International</p> <ul style="list-style-type: none"> • CARE Country Offices • Technical teams

The above list is provided for guidance only and is not an exhaustive list of all the contacts with whom the post holder may be required to liaise.

The Programme Management Team

The Programme Management Team is at the very centre of CIUK's new strategy as it is the engine room for our programme impact and a centre of excellence within CARE for programme quality. This team shapes and delivers our institutional programme portfolio in line with the Care international 2030 vision and ensures that our programmes bring lasting change through consistent and high standards of programme quality.

The team is responsible for delivering on the full promise of the CIUK 2023-26 Strategy. The team leads CIUK's relationships with Country Offices and Regions and develops close partnerships to help us achieve long term and effective programming across the humanitarian and development arena. It brings together both humanitarian and development programming around programme management and finance/compliance activities in one focused team. Through this consistent approach to programme quality, the team ensures that CARE provides and is recognised by donors for offering excellent value for money and real impact for its programme participants. The team also leads CIUK's approach to delivering smart development and humanitarian programmes with an increasing focus on equitable partnership approaches.

The Humanitarian Team (HT) sits within the Programme Management Team and is responsible for the management and coordination of most UK-funded humanitarian projects. The Programme Management Team includes the Programme Finance team and a Programme Management lead who work closely together to deliver impact and excellence across our development and humanitarian programme portfolio. The two leads have dotted line responsibility for the humanitarian team, which reports directly into the Head of Programme Management. The humanitarian team is also holding the relationships with DEC and the Start Network.

Key Team Responsibilities

- Leading the delivery of our programme portfolio to meet agreed strategic plan objectives.
- Deliver programme quality consistently throughout our portfolio and embed CARE Vision 2030 approach across our outputs so that we are generating learning and multiplying impact.
- Manage risk and finances in our programme operations so that we are efficient and effective.
- Facilitating and supporting our approach to equitable partnerships with the CARE country offices and our local partners through programming.

Job Summary

The Humanitarian Programme Manager will support the Senior Programme Manager (SPM) on their high-profile humanitarian portfolio, while also independently managing their own portfolio of humanitarian projects. The role focuses on effective project management, financial oversight, compliance, programme quality, and building relationships with donors and country offices. The Humanitarian Programme Manager will work closely with the SPM, country offices, technical teams, and donors to ensure humanitarian programmes are delivered in line with CARE International strategies and donor requirements. In addition, he/she will be an effective team member and committed to tackling discrimination and structural inequality and promoting CARE International's Protection from Sexual Exploitation and Abuse (PSEA) and Child Protection policy with team members and in day-to-day practice.

2. Specific Areas of Responsibility

Project management

- Lead on the day-to-day management of assigned humanitarian projects, ensuring they adhere to CARE International UK's (CIUK) procedures, guidelines, and documentation (e.g., Project Narrative, Budget, Log Frame, Risk Matrix).
- Regularly monitor project implementation to ensure delivery against contractual requirements and desired outcomes. Conduct periodic visits (where possible) to country offices to provide support and guidance.
- Oversee the development of high-quality reports and updates for donors, ensuring deadlines are met and reports are compliant with donor expectations.
- Identify and mitigate risks to project delivery, escalating significant risks to the Senior Programme Manager and senior leadership team as needed.
- Ensure timely and compliant closure of projects, coordinating with the Programme Finance Specialist (PFS) to complete financial and administrative close-out processes, including final reports and documentation uploads.

Compliance and financial management

- Work with the PFS to ensure financial management of projects, including fund transfers, financial tracking, and compliance with donor requirements.
- Lead quarterly re-forecasts of project expenditure, coordinating with the PFS to ensure CARE's direct cost recovery and financial compliance.
- Support the preparation of grant revisions, no-cost extensions, and collaborate with the Programme Funding Team on cost extensions as needed.
- Ensure any required follow-up actions from project audits are completed in a timely manner.

Programme Quality, Accountability, Impact reporting and Knowledge management

- Ensure that all projects within the portfolio meet CARE International Programme Quality Standards and align with the Core Humanitarian Standard (CHS) commitments.
- Work with country offices and technical advisors to ensure safeguarding mechanisms are in place, and that incidents are appropriately reported and resolved.
- Maintain oversight of project risk registers and work to identify risks to programme quality, reporting issues through internal risk management channels.
- Support the development and implementation of robust monitoring and evaluation (M&E) systems for humanitarian projects, ensuring that feedback from the field informs programme adjustments and improvements.
- Participate in learning reviews and incorporate findings into future project design and donor reporting.

Relationship management

- Act as the main focal point for assigned projects, maintaining regular and effective communication with donors and ensuring all correspondence is documented and responded to promptly.

- Support country offices in building and strengthening relationships with national organisations and local partners, with a particular focus on promoting local partnerships, including women-led initiatives.
- Collaborate with technical teams, advocacy colleagues, and other CARE members to ensure coherence and alignment in CARE's humanitarian programming.

Be an effective team member

- Participate in the development of annual team budgets and contribute to financial reviews to monitor income and expenditure.
- Actively contribute to team and departmental meetings, ensuring that project updates are communicated effectively and opportunities for cross-team collaboration are identified.
- Provide cover and support to fellow team members as needed, ensuring all internal stakeholders are kept up to date on the status and progress of projects.
- Demonstrate a strong commitment to tackling discrimination and structural inequality, and promote CARE's Protection from Sexual Exploitation and Abuse (PSEA) and Child Protection policies.

- Any additional duties as may be reasonably required by a senior manager within the scope of the above.

- This document forms part of the post holder's contractual terms and conditions of employment.

- The document is not an exhaustive list of core elements of the role. This job description is a working document and may be amended from time to time by mutual agreement.

3. Special features

Data Protection

The post holder hereby agrees not to disclose any confidential or sensitive information to a third party or outside organisation except where required to do so by law.

Health and Safety

The post holder agrees to abide by CARE International UK's Health and Safety principles and code of conduct and to take all reasonable steps to ensure both their own safety in the workplace or/and at home (when home based); as well as that of their colleagues.

Diversity and Inclusion Statement

CARE is committed to creating a diverse, inclusive, respectful and safe work environment where all persons are treated fairly, with dignity and respect. We are committed to dismantling harmful and oppressive structures of power and accordingly centre gender equity in our work to save lives, fight poverty and achieve social justice. The post holder agrees to promote and uphold these principles.

CARE International UK operates fair, transparent and non-discriminatory recruitment practices and actively encourages applications from candidates from a variety of backgrounds, and with a range of skills and experiences. We are particularly interested to hear from candidates from Black and minoritised communities, LGBT+ candidates and disabled candidates.

CARE International UK is a **disability confident** employer. As part of our commitment to disability inclusion we guarantee interviews to disabled candidates who meet the essential criteria for the role. To be considered under the Guaranteed Interview Scheme please complete the relevant section in

the online application form. If at any stage of the recruitment process you require reasonable adjustments, including a copy of the recruitment pack in large print or an alternative format, please contact hrteam@careinternational.org.

Safeguarding

CARE International UK has a zero-tolerance approach to any harm to, or exploitation of, a vulnerable adult or a child by any of our staff, representatives or partners. Recruitment to all jobs in CARE International UK includes, in particular, **criminal record checks** and the collection of relevant references. Safeguarding our beneficiaries is our top priority in everything we do.

4. Person Specification

The below competencies will be assessed at the indicated stage of the recruitment process:
Application = A, Interview = I, Test = T, Presentation = P

When completing your personal statement please demonstrate how you meet the competencies assessed at application stage (A).

		** A, I, P, T
Skills/Abilities	<ul style="list-style-type: none"> • Relevant degree or equivalent alternative levels of experience and training. • Experience of successful management of complex grants with key UK donors (DEC and FCDO) • Proven experience in humanitarian project management, with a strong understanding of the humanitarian sector, including emergency response, crisis management, and donor compliance. • Good understanding of MEAL and Value for Money for money. • Understanding of risk and risk management. • Understanding of safeguarding principles, and their implementation within programmes 	<p>A</p> <p>A, I</p> <p>A</p> <p>A, I</p> <p>A, I</p>
Experience/ Knowledge/ Understanding	<ul style="list-style-type: none"> • Proven experience in humanitarian project management, with a strong understanding of the humanitarian sector, including emergency response, crisis management, and donor compliance. • Ability to lead on project risk management, monitoring project performance and quality, and resolving issues as they arise. • Strong experience in managing multiple stakeholders, both internal and external, including donors, technical teams, and country offices • Knowledge and experience in budget management, financial reporting, and ensuring donor compliance. • Good understanding of gender mainstreaming in development and/or humanitarian programming. • Experience of providing remote support to a field-based Country Offices. • Excellent verbal and writing skills in English. Ability to work in either French or Arabic would be desirable. • Ability to organise own work, and to manage time and resources effectively. • A strong commitment to continued professional development 	<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>

Terms and Conditions

Salary:	GBP 41,900
Working hours:	35 hours per week
Location:	Vauxhall, London. Flexible working options will be available.
Contract:	Permanent
Annual leave:	25 days per annum
Pension scheme:	3% employee contributions and 6% employer contributions via salary sacrifice

To see the full range of benefits offered upon joining CARE International UK, please click [here](#).

Other Information

In line with legal requirements and the nature of CARE International UK's work, this post is subject to:

- i. **Receipt of satisfactory written references**, covering a minimum of 5 years employment (without gaps), one of which must be from the current or most recent employer. Voluntary placement or educational referees are suitable in the absence of employment references or gaps in employment history. The reference request will specifically ask the referee about any safeguarding, performance or misconduct concerns. Note that CARE International UK participates in the **Inter Agency Misconduct Disclosure Scheme** (** more details below*). References will be requested in accordance with that scheme.
- i. DBS check (Basic)
- ii. Bridger check (*** more details below*)
- iii. Evidence of the eligibility to work in the UK.

** In line with the **Inter Agency Misconduct Disclosure Scheme**, we will request information from your previous employers about any findings of sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents under investigation when the you left employment. Full details of the scheme on <https://www.schr.info/the-misconduct-disclosure-scheme-old>*

*** A **Bridger Check** gives access to global sanctions and enforcement lists, Politically Exposed Persons coverage, profiled adverse media, and financial intelligence around Money Laundering/ Fraud Prevention. For more information on this check please review <https://risk.lexisnexis.com/products/bridger-insight-xg>*

For further information please visit
www.careinternational.org.uk
Twitter: @careintuk