

gisf



Travel & Training Coordinator

Full time – working 37.5 hours per week

Salary: From £29,000 per year

Contract Type: Full Time – till December 2026 (*renewable subject to funding*)

Reporting to: Technical SRM Lead

Location: London Hybrid

About GISF

The Global Interagency Security Forum strengthens NGO safety and security practices worldwide. We have more than 130 member INGOs and offices in London and Washington, DC. GISF's member-led structure makes us a trusted platform for collaboration, a driver of innovative security risk management (SRM), and a repository of best practices. We also work closely with policymakers to enhance their understanding of SRM. We strengthen NGO security practice worldwide by:

- Maintaining and building from our expertise in humanitarian security risk management
- Offering trusted platforms for coordination and knowledge sharing
- Driving innovation, capturing best practice, and improving SRM capabilities.
- Supporting policy-makers and the humanitarian system to increase their understanding of SRM and maximise access to people in need

What We Offer

- 25 days of annual leave increasing after 2 years, up to a maximum 30 days (plus bank holidays)
- Office shutdown between Christmas and New Year
- Employer Pension contributions
- A focus on professional development, including access to overseas events, workshops, and training

The Job

GISF delivers an increasing number of capacity-strengthening activities to its members and the wider NGO community. This role will be central to ensuring these activities run smoothly.

The Coordinator will be responsible for managing the logistical and operational aspects of all GISF capacity-strengthening activities, which include:

- **Operationally-focused activities:** Delivered by GISF's Technical SRM Specialists, these activities emphasise field-level capacity and coordination. They typically take place in regional hubs or areas near operational contexts. (55%)
- **HQ-level events:** Generally focused on strategic matters, these sessions are targeted at headquarters staff. (20%)

The Coordinator will provide on-site support for these events as needed. Additionally, the role involves providing administrative and operational support to GISF staff while they are deployed to assist NGO coordination during crises.

The Coordinator will lead on travel management for the whole of GISF (with support from other Operations staff), contribute to GISF's operations team as required and support delivery of major GISF events. (25%)

This position requires strong organizational and communication skills, as well as the ability to navigate complex and dynamic scheduling.

Job Description

Key Responsibilities

Capacity Strengthening

- **Long-Term Planning & Schedule Coordination:**
 - Work closely with SRM specialists to manage their long-term schedules, track key deadlines, and support logistical preparations.
 - Maintain up-to-date activity calendars, assist with adjustments as necessary, and ensure the team is on track to meet key performance indicators (KPIs) related to training delivery and impact.
- **Event Planning & Coordination:**
 - Collaborate with SRM Specialists to plan and schedule events, training sessions, and workshops.
 - Work with the Membership and Research teams to identify potential HQ-level trainings and develop a pipeline of activities
 - Support logistics planning and execution, including venue selection, accommodation, catering, and travel arrangements for participants and trainers.
 - Draft communications products and liaise with the Communications team to promote events to target audiences
 - Provide in-person support at trainings as required
- **Travel Logistics Management:**
 - Coordinate all travel and on-site logistics for SRM specialists and trainers, including transportation, lodging, and necessary permits.
 - Ensure seamless logistical support during international and domestic travel to facilitate efficient training delivery.
 - Provide administrative and operational support to SRM technical staff while deployed
 - Assist with coordination, logistics, and communication to ensure effective response efforts.
 - Coordinate with NGO host organisations on operational matters as required.
- **Budget Management:**
 - Track and manage training-related expenses to ensure adherence to budgets.
 - Work with finance colleagues to prepare financial summaries and identify cost-saving measures.
- **Participant Support:**
 - Serve as the initial contact point for participant inquiries, overseeing registration, communications, and on-site support.

- Resolve participant issues quickly and efficiently to enhance their event experience.
- **Post-Event Reporting:**
 - Collate post-event evaluations, gathering data on training effectiveness and lessons learned.
 - Input M&E data to GISF systems
 - Prepare reports summarizing feedback and performance metrics for future planning.
- **Knowledge Management**
 - Support the development of new training modules and curricula as requested
 - Work with the Research team to identify potential new training modules that may arise from their products
 - Continually assess opportunities for new training approaches, digital solutions, and training topics by engaging with stakeholders and conducting desktop research

Operations

- **Operational Support:**
 - Lead on GISF's Travel Management, ensuring an efficient system is in place that integrates with GISF's risk management policies
 - As required, provide support to the Operations team
- **Major Event Support**
 - Support in the planning and logistical delivery of larger GISF events

Person Specification

Experience/Knowledge/Skills

- Experience in an NGO operations role
- Strong knowledge of common IT systems
- Event planning
- Experience supporting training/capacity-strengthening activities
- Demonstrated experience in travel management systems
- Knowledge of CRM systems (Salesforce)
- An understanding of Security Risk Management and willingness to learn more
- An accomplished writer, able to communicate complex topics
- Demonstrated ability to deliver small projects with minimal supervision

All GISF staff are expected to undertake the following general duties;

- Work within the framework of GISF's core values, promoting its ethos and mission statement.
- Work towards achieving GISF's objectives
- Ensure familiarity with and adhere to all GISF policies and procedures and keep informed of GISF activities
- Undertake and apply learning from appropriate training and development programmes.
- Travel overseas, sometimes to developing countries and areas in conflict, as and when required.
- Undertake the role in a manner appropriate to the cultural context and within the local legal framework.
- Understand and uphold the standards outlined in GISF's Safeguarding Framework

How to Apply

Application is by submission of an application form, CV and cover letter. This should be sent to the Recruitment Manager (recruitment@gisf.ngo)

The cover letter should be no more than two pages, and explain why you are interested in this post with GISF and how your skills and experience make you a good fit.

Also complete the attached Application Form. Your application **will not be considered** without this

Closing date: 12 December 2024

For further details: See www.gisf.ngo/about or contact justina@gisf.ngo

Due to the high volume of applications that we receive, we are not able to respond to every application. If you have not heard back from us within 3 weeks after the deadline, it means that your application has not been successful.

As this post is UK-based, you will need to show evidence of your eligibility to work in the UK. Further information will be provided when an offer of employment is made.

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