

JOB DESCRIPTION

Job Title	Project Manager, Women, Peace and Security Helpdesk
Location	London/UK (Hybrid)
Reporting to	Team Leader Conflict Advisory Unit Matrix managed by Senior Gender Adviser
Type of position	Fixed term, one year with possibility of extension
Management responsibility	Helpdesk Finance Coordinator
Salary and Grade:	£ 43, 800 p.a Grade F (Based on UK Salary structure)
Contract terms and hours:	12 months, with possible extension. Standard hours of 37.5

Background:

Saferworld is an independent international organisation working to prevent violent conflict and build safer lives. We work with people affected by conflict to improve their safety and sense of security, and conduct wider research and analysis. We use this evidence and learning to improve local, national and international policies and practices that can help build lasting peace. Our priority is people – we believe in a world where everyone can lead peaceful, fulfilling lives, free from fear and insecurity. We are a not-for-profit organisation operational in nine countries across Africa and Asia. Saferworld is committed to providing a safe and trusted environment that safeguards our staff, partners and communities. Our organisational integrity is derived from the values and principles that underpin and guide our work.

The Project Manager will work within the Conflict Advisory Unit (CAU) on its Women, Peace, and Security Helpdesk (WPS) contract. The CAU provides high-quality advisory and technical support to a range of aid actors across the humanitarian, development and peacebuilding sectors, including donor institutions, UN agencies, international and national NGOs, civil society organisations, financial institutions and the private sector to integrate conflict and gender sensitivity principles and practices into their strategies, policies, and programmes. The CAU runs helpdesks for government departments and donor agencies, implements in-country conflict sensitivity facilities (currently in Afghanistan, South Sudan and Sudan), and undertakes bespoke conflict and gender sensitivity work. The WPS Helpdesk is a call-down service for the UK government that aims to improve the gender responsiveness of security and conflict work, and to advance the UK WPS National Action Plan.

The WPS Helpdesk is part of Saferworld's gender equality strategic objective. We challenge and transform the gender norms that drive violent conflict and gender-based violence, and support the leadership of women and girls in peacebuilding. We develop research, guidelines and programming tools in order to reveal and understand how deeply embedded social norms about gender roles contribute to repeating cycles of conflict and violence. We work to challenge and transform these gender norms, and the related attitudes, behaviours and relationships that perpetuate insecurity and the use of violence. We partner with women-led and other organisations that lead in this area to bring change.

Job purpose:

Working closely with the Team Lead of the Helpdesk, a role filled by the CAU Team Lead, and with the Helpdesk Finance Coordinator, the Project Manager will lead on the day to day management of the helpdesk. They will lead on the implementation of the project, oversee grant management, provide technical expertise, and lead on coordination of the overall programme. This includes but is not limited to: coordinate call-off requests from request to completion, identify and oversee teams of experts on specific call-offs, agree and maintain strict quality standards including maintaining confidentiality where necessary,

monitor the helpdesk Key Performance Indicators and overall performance, maintain strong working relationships with the helpdesk consortium, ensure accurate and timely narrative reporting and coordinate regularly with the Finance Coordinator for financial reporting, support the uptake of helpdesk products including through regular updates to the helpdesk online repository, liaise with UK government departments, teams, and officials to generate demand for call-offs, draft and support dissemination of communications from and about the helpdesk, ensure the helpdesk as a project is compliant with requirements of Saferworld and the funder (Integrated Security Fund), and maintain an overview of relevant emerging topics for WPS to inform an understanding of likely UK needs and identify the best advisory capacity available to support WPS analysis. The Project Manager will also represent the helpdesk in outreach engagements. The Project Manager will support the helpdesk lead in the strategic oversight of the helpdesk, learning from performance monitoring and learning throughout.

The project manager will be overseen by the Team Lead who will be accountable for the overall performance of the helpdesk, and responsible for strategic oversight and engagement, strategic consortium relations, quality assurance, and specific technical tasks. The project manager will also have key relationships with the Senior Gender Adviser to whom they will have a 'dotted line', and with gender advisers across policy and programmes and will support bi-annual reporting under Saferworld's Strategic Objective 3 – Gender Equality.

Roles and responsibilities:

- Provide leadership for the effective and efficient operational management of the WPS Helpdesk, in accordance with Saferworld's organisational strategy and donor requirements.
- Coordinate call-off tasks for the helpdesk, from initial acknowledgement to final feedback, and ensure the call-off task tracker is up to date on a daily basis. This includes supporting UK officials new to the helpdesk in developing clear, achievable Terms of Reference that meet their needs.
- Decide on task experts suggested by consortium partners and look for suitable candidates when need be, keeping updated the expert's database
- Lead on completing narrative reporting for the helpdesk and contribute appropriate narrative reporting on SO3, checking that narrative and financial reporting (prepared by the Finance Coordinator) match. Oversee the financial report prepared by the Finance Coordinator, as well as contracts and invoices.
- Provide technical expertise and strategic guidance in WPS and gender, peace and security to support the delivery of gender-transformative approaches.
- Regularly update statistics on patterns in demand for call-offs e.g. by region, department, topic etc. for use in learning and reporting.
- Proactively stimulate demand for the helpdesk service through orientation sessions on the helpdesk, communications on existing products available, e.g. on the helpdesk repository, trends and important events related to WPS, and meetings with HMG stakeholders, as agreed with the ISF team.
- Liaise with the IT providers on keeping the Repository up to date and easy to use.
- Regularly meet with ISF focal points, updating on the operations of the helpdesk, specific call-off tasks, risks, opportunities, outreach, compliance issues.
- Oversee the work of the Finance Coordinator, ensuring that clear files, documents, and records are kept of the helpdesk operations, including the maintenance of confidential files on appropriate systems.
- Monitor WPS-relevant events, research and debates to understand likely UK needs and availability of evidence and insights.
- Quality assure written task materials, or arrange for their quality assurance by Helpdesk Lead, and ensure that all partners and experts are aware of the quality standards to be applied; arrange bespoke quality support as needed e.g. copy edit for experts new to writing for officials, or writing not in their most fluent languages.
- Set and convene regular meetings with the consortium members and manage consortium relationships
- Draft and disseminate regular communications about the helpdesk and its products
- Convene learning events, including outcome harvesting, for the consortium and combine this with call-off feedback to meet monitoring and learning requirements, both for compulsory reporting and for adaptations and improvements to the helpdesk.
- Represent the WPS Helpdesk in meetings, convenings, conferences
- Regularly join Saferworld gender team meetings to support the delivery on SO3

Key working relationships

- Conflict Advisory Unit
- Gender Advisers across Policy and Programme teams – share appropriate information about helpdesk learning and ensure knowledge and new learning from Gender Advisers informs helpdesk approaches
- ISF focal points: the helpdesk has a close working relationship with the ISF focal points for the helpdesk

Scope and accountability

Decision making and limits of authority	<ul style="list-style-type: none"> • Operational decision making and management of call-off tasks (sometimes significant size in terms of budget and teams); oversight of consultant performance.
Financial resources	<ul style="list-style-type: none"> • Responsibility for majority of call-off task budgets (the Team Lead may oversee a selection of call-off tasks depending on their content).
Other resources	<ul style="list-style-type: none"> • N/A
People management	<ul style="list-style-type: none"> • Short-term consultants/freelance experts.
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Ensure compliance with Saferworld's and donor financial processes and procedures, safeguarding requirements, cyber security.

Person specification**Knowledge, qualifications and experience****Knowledge:**

- Graduate degree in WPS-relevant subject such as security, peace/conflict studies, gender studies, Familiarity with international donor aid management regulations

Experience:

- Sound relevant programme/project management experience, ideally in a field relevant to WPS
- Solid experience as a team leader
- Experience of working with government officials, ideally in the UK civil service
- Experience of working on call-off arrangements such as helpdesks, frameworks, OR in highly flexible and adaptive programmes
- Experience of both sole (or at least, lead) authorship of analytical pieces, as well as of collaborating on analysis
- Experience delivering training on WPS relevant topics is an advantage
- Basic experience of common monitoring and learning processes, including Key Performance Indicator oversight; experience of outcome harvesting is an advantage.
- Experience preparing donor reporting, including basic familiarity with financial reporting
- Experience in updating/back-end interface for websites is an advantage
- Awareness of information security protocols and their application
- Experience managing other team members

Skills and abilities

- Excellent analytical skills and ability to sensitively review and edit the work of others
- Fluent written and spoken English
- Excellent networking and communication skills
- Strong organisational skills and ability to oversee multiple processes
- Facility with Excel-based databases and generating statistics and analysis from these

Personal qualities

- Commitment to, and compliance with, Saferworld's safeguarding principles
- Commitment to respect and value equality and diversity, and understanding of how this applies to own area of work
- Commitment to own continuing personal and professional development
- Commitment to the vision, mission and values of Saferworld
- High level of professionalism and discretion

Other requirements

- Willingness to apply for UK Security Clearance, and have no pre-existing factors likely to impede this clearance.
- This post does not meet the minimum requirements for work permit employment. We can therefore only accept applications from those who can prove their eligibility to work in the UK