

JOB DESCRIPTION

Job Title:	Project Manager – ALERT
Grade:	E & £34,712 to 44,178 gross per annum
Location:	London with travel (up to 30% as specified in project plan)
Department:	Humanitarian Team, Programmes Department
Responsible To:	Head of Humanitarian
Responsible For:	1 Project & Comms Officer, 1 MEL Officer, 1 Software Development Adviser and 1 Project Administrator
Contract:	Full time; fixed term until end of March 2018

KEY RELATIONSHIPS:

- Close working relationships with ALERT consortium members
- Working and design relationships with agencies in the Start Network
- Working relationships with IASC on Preparedness and OCHA's -IM Department in Geneva
- Representatives of the Disaster Emergency Preparedness Programme (DEPP) funded programme in other Start Network and CDAC-N Programmes
- DEPP Management Team
- Liaison with focus country offices (regional offices) that are part of the ALERT project
- HelpAge International's Finance, Operations and Communication departments, and other management units.
- DFID, Start Network, UN Agencies (OCHA, WFP, UNICEF and WHO), CDAC and other national and international humanitarian organisations and networks.
- Software consultant and legal advisors

BACKGROUND

HelpAge International (HelpAge) is an international NGO with a vision of a world where older people fulfil their potential to lead active, dignified, healthy and secure lives. The HelpAge global network is made up of over 100 affiliates working to support older people and promote their rights, with programmes managed by a secretariat in London and Regional Offices in Africa, Asia, the Middle East and Latin America.

Our research indicates that generally country offices and our partners continue to be inadequately prepared to respond effectively immediately after a disaster strikes. Furthermore the literature demonstrates that there are serious defects in current emergency preparedness processes. Choularton (2007) found that achieving and sustaining dynamic emergency preparedness processes remains a major challenge for humanitarians. Levine et al (2011) concluded that, "*Preparedness could be given a huge boost if everyone took it more seriously*". All humanitarian agencies we interviewed recognised that their processes were inadequate and were reviewing or were interested in improving their preparedness. In 2102 a HelpAge led initiative in collaboration with CARE (US) and Oxfam (GB) began designing an improved and compatible emergency preparedness process. This project is a continuation of that initiative.

THE ALERT PROJECT

The ALERT project will develop an emergency preparedness system for humanitarian agencies that facilitates an increased level of emergency preparedness and maintains the operational preparedness at a consistent and appropriate level. The project will improve effective delivery of humanitarian assistance to disaster-affected communities. It will increase emergency preparedness capacity in 6 countries and provide the humanitarian community with an advanced emergency preparedness platform supported with appropriate software that reduces the burden of preparedness on the country office. Furthermore the system will be freely available and compatible with the wide range of humanitarian agencies irrespective of their size or mandate.

This organisation and system focussed project aims to develop a system that maintains operational preparedness through a continuous cycle of planning, organising, training, equipping, evaluating and taking corrective action in an effort to ensure an immediate, effective and coordinated response. Open source code on the software, and collaboration with START Network, UN humanitarian agencies, academic institutions, private sector companies and the IASC sub-working group on preparedness will secure its potential to go “viral” for take-up across the humanitarian community.

The project is funded for 3 years by DFID DEPP as part of a portfolio of capacity building projects coordinated by the Start Network. The project is implemented by a consortium led by HelpAge and comprising Oxfam, CARE, Concern, Islamic Relief and Handicap International.

JOB SUMMARY

On behalf of the Start Network, HelpAge International is seeking a Project Manager to lead the implementation of the international testing and development phase of this innovative and ambitious project. The Project Manager maintains oversight of the implementation and sustainability of the ALERT system and ensures delivery of the project objectives. The successful candidate will lead the testing of the ALERT system in six focus countries and manage the research, learning, training, communications, monitoring, evaluation and development components of the project.

The Project Manager will lead the ALERT Team, which consists of Project and Monitoring, Evaluation and Learning Officer, a Project Administrator, an external Software Development consultant, and the ALERT Consortium Advisers, in the successful implementation of the project, ensuring that the project objectives are achieved within budget and in accordance to the work plan.

The Project Manager through successful networking will develop collaborative relationships with members of the START Network, Inter Agency Standing Committee (IASC) sub-working group on preparedness, OCHA-IM Department and UN humanitarian agencies. Together with the Start Network, the Project Manager represents the ALERT project externally, through regular participation and presentation at relevant humanitarian forums.

The position is based in HelpAge International’s Humanitarian Team in London.

AREAS OF RESPONSIBILITY

Leadership

- Lead the testing of the ALERT system in six focus countries and manage all aspects of the project including research, learning, training, communications, monitoring, evaluation and development.
- Lead the ALERT Team and Consortium in the successful implementation of the project, ensuring that the project objectives are achieved within budget and in accordance with the work plan
- Lead the ALERT Team and Consortium in the testing and evaluation of the ALERT system in collaboration with members of the START Network

- Lead the user testing and evaluation of the ALERT Platform and the emergency preparedness process and based on feedback from the country testing update the software (where appropriate) and the platform.
- In consultation with START Network, the ALERT Consortium, the Software developer and the ALERT team develop the mobile application for the ALERT platform
- Lead the relationship with the START network for ensuring the sustainability of the ALERT project aims and the software platform, generating funds if necessary.
- Lead on donor engagement strategy to further the ALERT project aims.

Consortium and Networking

- Through successful networking, develop a collaborative interagency testing of the ALERT platform in two of the pilot countries
- Develop the ALERT User agreements, licence agreements in consultation with START Network, the ALERT Consortium and our legal representation
- Establish an interagency Review Group and design the ALERT mobile application and evaluate the design across the START Network and test the mobile application in the 6 test countries
- Maintain good relationships with and between members and maintain a well-functioning consortium.

Research

- Overall responsibility for managing the research component of the project consisting of documenting the testing process, evaluating the results and recommending updates to the ALERT platform
- Presentation of country testing evaluation finding and proposed emergency preparedness updates to the ALERT Consortium and the START Network

ALERT Platform testing and evaluation

In collaboration with the ALERT Consortium and interested parties, test and evaluate the ALERT platform paying particular attention to:

- Test and evaluate the ALERT platform in the six focus countries
- Support the ALERT consortium and interested agencies in the initiation of ALERT in their agencies.
- Design of the ALERT mobile application, specifications and interface, ensuring it is realistic and deliverable within budget.
- Ensure that in at least two countries the interagency and "network" functionality of the ALERT platform are tested and evaluated.
- Manage the development of the mobile application for the ALERT Platform (
- With legal consultation, develop software user agreements and licences
- Manage the Help Desk and feedback process and ensure practical, realistic recommendations for system improvements are implemented
- Report and present to the ALERT Consortium and START Network the results of the country tests including key lessons learnt, improvements and recommendations.

Training materials, manuals and guides

- Overall responsibility for managing the development the training materials for preparedness training and software (online help, E-Learning and training)
- Overall responsibility for managing the development of the guides and manuals and "in practice" modules (tender, selection and review of materials)

Testing in focus countries

- Overall responsibility for managing the testing process in the first six countries
- With member agencies, monitor implementation of ALERT in focus country offices, process feedback and compile recommendations for improvements in the system
- Overall responsibility for managing the process of revision of materials and software to reflect recommendations from field tests.

Contract management and reporting

- Overall responsibility for managing the project budget, expenditure forecasting, planning and monitoring, ensuring value for money.
- Oversee the timely implementation of the project, submission of reports and development of work plans and indicator tracking sheets.
- Responsible for managing the risk inherent in the project.
- Monitor the implementation of the project, ensure compliance with contractual obligations to donors and ensure delivery of evidence on results and impact.

ALERT Team

- Line management responsibility for Monitoring, Evaluation and Learning Officer, a Project and Communications Officer, an external Software Development consultant and a Project Administrator
- Ensure regular information sharing and coordination with the Humanitarian Team and other relevant HelpAge teams/departments and participate in planning and reporting processes of the Humanitarian Team.
- Undertake any other duties as and when necessary to fulfil the objectives of the project.

Person Specification		
Requirements	Essential	Desirable
Education, Qualifications and Knowledge	<ol style="list-style-type: none"> 1. Bachelor's degree in International Development, Humanitarian Affairs or related field experience. 2. Demonstrated knowledge and competence of grant programme management and knowledge of institutional donor compliance requirements 	
Experience	<ol style="list-style-type: none"> 3. Experience in humanitarian programming, ideally in a management role and sound knowledge of the humanitarian sector and emergency preparedness. 4. At least 3 years experience in management of complex programmes/projects 5. Solid experience in budget and financial management 6. Demonstrated leadership and management skills; experience and knowledge of good practice in staff supervision and management. 7. Experience of working in consortiums and successfully managing relationships within a consortium. 8. Relevant experience and knowledge of conducting independent research and analysis 9. Relevant work experience in emergency preparedness processes 10. Relevant work experience of managing emergency preparedness at a country level. 11. Experience of organising, presenting and facilitating at conferences, workshops and events. 12. Experience of managing multi-agency, multi-stakeholder programmes, including experience of managing partners or subcontractors, preferably in a leadership role. 13. Experience and proficiency in multi-tasking 	<ol style="list-style-type: none"> 1. Some knowledge of software development will be useful. 2. Knowledge of adult learning and participatory learning methodologies is an advantage.
Skills and Abilities	<ol style="list-style-type: none"> 3. Strong communication, networking, influencing, analysis and writing skills (in English) - experience of summarising and presenting information to diverse audience. 4. Good computer skills, knowledge of MS Office, 5. Demonstrate interpersonal, group leadership, management and team building skills 6. Ability to set priorities for self and team and ensure priorities are addressed. 7. Able and willing to travel overseas as required 	<ol style="list-style-type: none"> 8. Knowledge of the traditional contingency planning process and its challenges