Job Description and Person Specification:

Humanitarian Communication Trainer and Advisor

Job Title: Humanitarian Communication Trainer and Advisor

Reporting to: CDAC Network Director

Staff reporting to this post: None. May involve recruitment and management of consultants, interns and admin support; management of other Secretariat staff for specific projects.

Terms of Employment: 17-month fixed-term contract from April 2014, with possibility of extension subject to funding. All roles are subject to a six month probationary period.

Location: London-based, with overseas travel. Internews Europe (based in Old Street) currently hosts the CDAC Network Secretariat.

Budget Responsibility: There is some budgetary responsibility for this role.

OVERVIEW

Communication is Aid

Communicating with, and providing information to, people affected by crisis are two of the most important elements of humanitarian response. They are also two of the most overlooked. This is the case even though information can save lives and help mitigate risk.

People also have the right to participate in dialogue with aid providers; the right to ask questions and get answers. In the midst of a disaster, it is often the affected communities who have the deepest and most immediate knowledge about their greatest needs, and listening to their voices can help to improve the efficiency and effectiveness of humanitarian response. When people are given the opportunity to voice their opinions and provide feedback, this enhances their sense of well-being and can help them adapt to the challenges they face. It can also better enable them to take an active role in their own recovery.

Communication with, and information to, crisis affected communities are cross-cutting functions that facilitate greater accountability and effectiveness of aid delivery; enhance resilience-building; and promote understanding between humanitarian organisations and the communities they serve. Yet despite their potential to save lives and improve aid delivery, communication with and information to affected communities have not been given sufficient attention by humanitarian organisations and are not systematically institutionalised within the humanitarian sector. Their importance to quality programming is not widely recognised and rarely implemented effectively.

The Role of the CDAC Network

The CDAC Network was established in response to this communication and information 'gap' and promotes the provision of life-saving and risk-mitigating information and communication with crisis affected communities as key humanitarian deliverables. The goal of the Network is that communities

affected by or prone to crises are supported to better withstand, and recover from, humanitarian emergencies through active engagement in decisions about the relief and recovery efforts in their country.

To achieve this, CDAC Network Members are committed to mainstreaming the provision of life-saving information and communication with crisis affected communities in emergency response. They do this by supporting humanitarian response through coordinated communication that makes use of appropriate media and communication tools and platforms. Members also focus on how partnerships, particularly with new humanitarian actors such as media development organisations, telecoms companies and the private sector, can deliver effective and locally appropriate outcomes.

The CDAC Network is unique in terms of who it convenes: humanitarian and media development organisations and, increasingly, technology and telecoms providers. By collaborating across traditional boundaries, CDAC Network Members increase mutual understanding of the challenges they face and identify opportunities for partnership in order to bring about innovative and effective field practice and, ultimately, a more sustainable and improved response. Members seek to build capacity together, share learning and research, and advocate to ensure that two-way communication with affected communities becomes a predictable, consistent and resourced element of crisis resilience, response and recovery.

The CDAC Network delivers through four pillars: action research and learning; capacity strengthening; convening; and advocacy. Under its capacity strengthening pillar, the CDAC Network is implementing a range of initiatives intended to build global surge capacity to support communication with disaster affected communities; develop staff skills and abilities at all levels; provide capacity strengthening support to staff at country level; improve global and in-country operational preparedness; and build on lessons learned in past responses for better dialogue, better information and better action.

JOB PURPOSE

This is a new and significant role in support of Members' efforts to build capacity for communicating with disaster affected communities. The main purpose of the role is to:

1. **Lead the implementation of the Network's capacity strengthening programme**, working closely with Network Members and Communities of Practice, as well as the CDAC Secretariat's Senior Programme Manager and Roster Manager. This will likely include the development of communication-focused simulations, common approaches to information and communication needs assessments, a communications foundation training, and refinement of the *infoasaid* Message Library.

2. **Perform an advisory function for Network Members**, for example, in their development of organisational communicating with disaster affected communities strategies; integration of 'cdac' approaches into organisational policies and systems, and into preparedness strategies and plans.

3. **Provide direct operational support to Member agencies at field level**, particularly in support of country level programmes. The focus here will be on support to joint preparedness and capacity strengthening activities, as well as in providing advisory support to country-level operations.

It is also anticipated that the post-holder will make a significant contribution to the development of a Results Framework for the CDAC Network, as well as the Network's policy and advocacy work. S/he will work closely with the Research and Learning Officer on monitoring of the different capacity strengthening initiatives, and to capture learning and good practice.

The right candidate will have a background in a media development organisation and/or an international aid organisation or UN agency. The right candidate will have a strong understanding of how media and humanitarian communication can help in a crisis, of humanitarian preparedness and response, and demonstrable international training / capacity building experience.

A key skill is the ability to develop and maintain strong relationships between all stakeholders responsible for the creation and delivery of the capacity strengthening programme, including relevant Secretariat and host agency staff, consultants, Member agency technical advisors, and others. We are also looking for someone who has good influencing, interpersonal and negotiating skills, and who is comfortable facilitating multi-stakeholder groups, is experienced in working collaboratively, and in building coalitions and consensus.

The Humanitarian Communication Trainer and Advisor will be self-directed and comfortable taking the initiative within an agreed programme of work. S/he will have experience in delivering a programme of work that is needs-based, and responds to organisational capacity strengthening requirements. The post-holder will need well-developed analytical skills to understand the challenges presented by a wide range of stakeholders involved in the Network. S/he will need to develop a range of pragmatic solutions to these challenges, operating in a dynamic environment where unexpected events, including emergencies, will require a flexible approach. Finally, s/he will understand how to ensure that effective use is made of learning from programme monitoring and evaluation in order to strengthen programme delivery and inform the wider '*commisaid'* agenda.

KEY DUTIES

Training and Staff Development

- Lead the development, piloting and implementation of staff development and training-related components of the Network's capacity strengthening programme. This will include devising and delivering clear objectives and learning outcomes, course materials, guidelines for facilitators and a way of tracking participants (see http://contextproject.org/ for an example).

- Ensure that good practice in terms of adult learning and communicating with disaster affected communities is promoted throughout the different activities. Relevant sector standards and tools should be referenced and built upon where appropriate.

  - Support joint Member initiatives in the development of their capacity to act collaboratively at all stages of the emergency cycle, including joint preparedness, joint assessment, joint evaluation and, where appropriate, joint response activities, either in the event of actual emergencies, or through simulations if none occur.

Learning and Resource Development

- Support the design and implementation of specific learning and training events at field level to strengthen capacity for communicating with disaster affected communities.

- Work with the Communication and Knowledge Management Officer to develop online learning materials; this is likely to include updating the *infoasaid* e-learning module.

- Manage the on-going development and use of the *infoasaid* Message Library – at both global and local level – in partnership with the Secretariat team and relevant Members (including the Thomson Reuters Foundation, the new host of the CDAC Network website).

- Lead or contribute to the development of other resources that promote communicating with disaster affected communities identified as relevant and necessary by Network Members.

- Participate in learning / reflection initiatives and ensure that effective use is made of learning.

Advice and Advocacy

- Provide expert analysis and advice to Members to enable them to pro-actively shape their communicating with disaster affected communities strategies and policies and mainstream these practices and approaches within their organisations.

- Work with the Network Director to develop key advocacy messages for the CDAC Network.

- Represent the programme externally as necessary, networking with appropriate organisations and other stakeholders to share learning and strategic thinking, and to promote the CDAC Network.

- With the Communication & Knowledge Management Officer, develop written briefings and/or publications for internal and external purposes based on learning from the Network.

Project, Staff and Financial Management

- Ensure regular coordination and updates with relevant stakeholders; provide timely, concise briefings for representation at external meetings.

- Produce up-to-date plans for the Network's capacity strengthening programme of activities and provide inputs to relevant internal and external reports as required.

- Ensure that training and learning events and other related activities are completed within timeframe and budget, cost effectively and in compliance with Internews' (the project's host) and donor financial procedures.

- Work closely with the Senior Programme Manager to monitor and evaluate progress against targets, reporting and addressing risks to success and ensuring learning is captured and integrated into the programme.

- Support the recruitment and oversight of consultants for the capacity strengthening programme.

Other

- Represent the programme externally as necessary, networking with appropriate organisations and other stakeholders to share learning, strategic thinking and promote the CDAC Network.

- Undertake other tasks and projects as requested by the line manager and participate in training and meetings as requested by the host organisation.

- This post will involve some overseas (mostly short-term) travel. The post-holder may also be called upon to undertake other duties in the event of a humanitarian crisis, including deployment to support Members' work on communicating with disaster affected communities.

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change so, too, may the essential functions of this position.

PERSON SPECIFICATION

Essential

- Masters degree in international development or related field, or equivalent combination of education and work experience.

- At least five years' experience with a media development organisation and/or an international aid organisation or UN agency in a humanitarian context, with a demonstrable component on communicating with disaster affected communities. The post-holder should have gained sound knowledge and experience of the opportunities and constraints of working with media and communication in difficult environments.

- Understanding of the needs of communities affected by disaster, particularly in relation to information and communication, and the ability to articulate the potential for radio and other technologies (including mobile) to help save lives and mitigate risk during a humanitarian emergency.

- Strong facilitation skills and significant experience of designing, planning and delivering effective training, workshops and meetings with diverse participants, preferably in the humanitarian and/or

communication sector. Experience of developing training or other resources, preferably through a collaborative process.

- Strong skills in inter-personal communications; able to work effectively with multiple stakeholders in a complex, multi-actor environment; and experience in providing and coordinating technical support and advice to programme staff.

- Demonstrated experience in generating and effective use of learning to inform resource development, training and improve practice.

- Strong team player, able to develop and maintain effective working relationships within a distributed and dynamic team.

- Must be fluent in English, with strong skills in written communication. Competence with MS Office applications, including Word, Excel and Outlook essential.

- Willingness to travel, sometimes at short notice and to insecure environments; ability to work pro-actively and well under pressure.

Desired

- A proven record of designing, planning, managing and reporting on multi-agency, multi-stakeholder collaborative initiatives.

- Experience of staff development, particularly for communication in humanitarian response and/or development of online training resources.

- Knowledge and experience of capacity building work (beyond training) in a humanitarian context.

- Sound understanding of the concepts behind and demonstrated practical application of humanitarian codes and standards such as SPHERE, the People In Aid Code, HAP, etc.

- Existing network of contacts in the humanitarian / media development community and/or substantive experience with one or more of the CDAC Network Member agencies would be advantageous.

- Fluency in a second language is desirable, particularly Spanish, French or Arabic.

- Experience of preparing and managing programme and/or training budgets and appreciation of the requirements of donors in reporting.

Personal Competencies

- **Planning and Organising** - Works in an efficient and effective manner; excels and achieves the greatest impact; is cost-conscious; has outstanding project management skills, experience and ability; inspires others to excel; can be self-directed and also seek appropriate management support.

- **Collaborating across Boundaries & Working in Partnership** - Challenges systems, processes and people that block collaboration; connects people, ideas, processes and issues; sets an example by sharing resources, knowledge ideas and skills across the Network; builds helpful, productive relationships; able to build and maintain effective working relationships with a range of people.

- **Communicating with Impact** - Presents complex ideas and information in a compelling and convincing way; listens actively; is positive and persuasive, communicating appropriately and in a corporate manner in all circumstances; can communicate the Network's core mission; be persuasive.

- **Facilitating Change** - Promotes a constructive team environment with transparency and communication to allow staff/colleagues to understand and be a part of change processes; is comfortable with uncertainty and change.

- **Fostering Innovation** - Takes on new ideas and runs with them; promotes a 'can do' culture; gives space to colleagues to develop their own ideas.

- **Coaching** - Enables staff and colleagues to realise their own potential, using a coaching style of management and providing constructive support to working with others.

- **Contributing to Team Success** - Actively contributes across teams toward good team working and team relationships, promoting a constructive climate; supports others to achieve their aims; builds consensus; is friendly, helpful and supportive.

- **Driving Continuous Improvement** - Values feedback and learning; implements improvements spontaneously and encourage innovation; appreciates direction; adapts to change seamlessly; consistently meets and exceeds deadlines.

- **Managing Yourself & Being Accountable** - Manages the best from people; manages workplace stress appropriately; sees and acts on opportunities for growth; enables others to develop; can delegate well; works in a way that promotes personal and Network accountability and transparency.

- **Meeting Strategic Plans** - Spots opportunities to grow the Network's impact; working in an entrepreneurial way in partnership with others to achieve our mission. Can show the impact of the work for which you are accountable.

TO APPLY

- Interested candidates should submit their **CV**, with a **covering letter** (max. 2 pages), and names of three **referees** (two of whom should be previous employers) to **jobs@internews.eu**, mentioning the reference "CDAC-N HCTA" and your *name* in the subject line. Please write your covering letter in response to the key duties and person specification.

- **Deadline for applications**: Sunday 2nd March @ midnight UK time 2014

- **First interview date**: Friday 7th March 2014

    Please note that we can only consider applications from EU citizens or those holding a valid work permit for the UK.