

## Preliminary Job Information

<b>Job Title</b>	<b>SUPPORT COORDINATOR</b>
<b>Country &amp; Base of posting</b>	<b>VENEZUELAN CRISIS</b>
<b>Reports to</b>	HEAD OF MISSION
<b>Duration of Mission</b>	6 months

## General Information on the Mission

### Context

Première Urgence Internationale (PUI) is a non-governmental, non-profit, non-political and non-religious international aid organisation. Our teams are committed to supporting civilians' victims of marginalization and exclusion, or hit by natural disasters, wars and economic collapses, by answering their fundamental needs. Our aim is to provide emergency relief to uprooted people in order to help them recover their dignity and regain self-sufficiency. PU-AMI relies on 30 years of field experience in 50 countries in crisis, as well as on the complementarity of its medical and non-medical expertise, to adapt its programs to each context and to the real needs of the most vulnerable populations. The association leads in average 250 projects by year in the following sectors of intervention: food security, health, nutrition, construction and rehabilitation of infrastructures, water, sanitation, hygiene and economic recovery. PUI is providing assistance to around 3 million people in 20 countries – in Africa, Asia, Middle East, Caucasus and Europe.

### Crisis context

Venezuela faces a major political, economic and social crisis, with hyperinflation, acute scarcity of food, medicine and other basic goods and one of the world's highest murder rates. During widespread protests against Maduro's government, dozens of opposition demonstrators have been killed. The July 2017 election of an all-powerful Constituent Assembly closed down almost all remaining democratic spaces, sparking widespread condemnation in the region and around the world. In recent years, almost 4.8 million people left Venezuela to live, mostly, in Colombia, Ecuador, Peru, Argentina, and Chile. In the short term, migration places significant pressures on the provision of services, institutions, labor markets and the social dynamics of the receiving areas, affecting most the vulnerable populations in both the migrant and local communities.

Colombia hosts the largest number of Venezuelan migrants (1.6 million) and between 70,000 and 80,000 Venezuelan citizens cross the border with Colombia every day. While most return to their country the same day, others stay in Colombia. In early February, the Colombian government tightened entry restrictions and security along the border with Venezuela, deploying an additional 3,000 security personnel, and temporarily halted the processing of new border mobility cards. In absolute terms, Bogotá is the city with the largest number of migrants. However, in relative terms, the border areas (Norte de Santander, Arauca and Guajira) are the most affected, with the migrants representing between 2.5% and 5% of the population. These regions have development lags, which limits their ability to absorb migrants.

ICRC state that there is an estimated 400 to 800 'Caminantes', the vast majority being Venezuelan (including People With Specific Needs (PWSN)), using the BGA route from Cúcuta each day, before continuing to any of their destinations. On this route, Caminantes arrive in BGA in poor conditions, after walking 390kms in a time of between 3 and 5 days. Some Venezuelans in Colombia live in precarious conditions, sometimes staying in public installations such as transport terminals, with multiple needs including shelter, protection, food security; health and WASH. Almost 70% of Venezuelans in Colombia are estimated to have irregular migratory status and are particularly vulnerable to violence and exploitation. They lack access to basic services and work. Only 40% of the migrant children are in school, and the migrant population is twice as likely to be unemployed than the local Colombian population.

Increased traffic along illegal border crossing routes has been reported since entry restrictions changed. Armed groups control many illegal crossing points, which leads to protection concerns for people using these crossings. Additionally, initial assessments report a high number of transactional sex practices used as coping strategies by women and adolescent girls, further exposing them to violence, exploitation, early and unwanted pregnancies, and health hazards (sexually transmissible diseases), while unaccompanied and separated children are also exposed to significant risk. Caminantes, especially those without proper legal documentation, who sleep in public areas in and around BGA are also subject to significant discrimination from the local population and pressure from the local authorities who remove them from these spaces.

PUI's strategy in the country/ position in the country	
<p>Following many exploratory missions and the confirmation of a project submitted and validated, PUI aims to launch its humanitarian project covering <b>protection, food security and MHPSS sector</b>, as well as to develop its positioning and operational strategy in the country for 2020.</p> <p>In Bucaramanga, PUI aims to mitigate serious protection risks that Venezuelan Caminantes, particularly PWSN, are facing on the dangerous migration route and within Bucaramanga, including exposure to violence, abuse, exploitation, and discrimination. To do so, PUI will partner with a local organization in Bucaramanga to provide accommodation, water and sanitation, and food to Caminantes. Within this Refuge, PUI Staff will also conduct Mental Health and Psychosocial Support (MHPSS) activities, and provide emergency transport, to this refuge.</p>	
Configuration of the mission	
BUDGET FORECAST 2020	1,5 M EUR
BASES	1 or 2
NUMBER OF EXPATRIATES	4
NUMBER OF NATIONAL STAFF	15 to 30
NUMBER OF CURRENT PROJECTS	Opening Mission, 3 projects under submission
MAIN PARTNERS	Institutional donors
ACTIVITY SECTORS	Health

Job Description
<b>Overall objective</b> <p>The Support Coordinator actively supports the Opening, the development and growth of PUI mission in Colombia. She/he is accountable for the sound financial, accounting and budgetary management in compliance with donors' regulations. She/he ensures the supervision of the logistics aspects of the mission as well as the management of human resources, administrative and legal records.</p>
<b>Tasks and Responsibilities</b> <ul style="list-style-type: none"> <li>▶ <b>Finance/Budget/Accountancy:</b> He/she ensures the implementation of accounting and financial tools for the mission. She/he ensures the close financial management of the mission, she/he will be able to manage, follow-up and provide specific information on the financial situation, including budgetary elements, accounting elements and mission cash flow position. She/he actively participates in drafting the budgets on new proposals and the financial reporting of projects. She/he is responsible for the monthly accountancy and annual closure.</li> <li>▶ <b>Human Resources:</b> He/she ensures the implementation of HR tools on the mission (Salary grid, Draft of contracts, HR data base, Internal regulation...). She/he is responsible for the administrative management of the local and international teams, for the definition/updates of procedures and HR management tools in accordance with labor regulations and PUI's HR policies. She/he monitors risks linked to HR matters with the help PUI's legal counsellor and by participating in Jordan monthly HR meetings.</li> <li>▶ <b>Administrative/Legal Management:</b> She/he supervises administrative matters in link with Colombian administrations and governmental bodies. She/he ensures the legal status and functioning of the mission are compliant with Colombian's law.</li> <li>▶ <b>Logistics:</b> She/he ensures compliance with PUI and donors' logistics procedures. She/he validates the procurement plans for each project and according to PUI's internal procedures. She/he ensures the sound management of assets and more globally supervises the office functioning.</li> <li>▶ <b>Coordination:</b> She/he participates in the coordination of the mission. She/he supports the Head of Mission and headquarters in decision making by providing all information on the mission financial, administrative, legal, HR and logistics aspects.</li> </ul>
<b>Specific objectives and related activities</b> <ol style="list-style-type: none"> <li><b>1. ENSURING SOUND FINANCIAL, BUDGETARY AND ACCOUNTING MANAGEMENT</b> <ol style="list-style-type: none"> <li><b>a. Finance</b> <ul style="list-style-type: none"> <li>▶ She/he creates and updates monitoring tools (Allocation table, BFU, etc.) to ensure a strict and close financial follow up of the mission and mitigates financial risks. She/he is in charge of financial analysis and shares her/his conclusions with the mission coordination team, relevant mission managers and the mission's desk in HQ.</li> <li>▶ She/he ensures the implementation of financial, accounting and budgetary procedures in line with PUI and donors' requirements.</li> <li>▶ She/he ensures expenditure procedures are respected and implements an internal control system. He/She also participates in the validation of procurement files.</li> <li>▶ She/he is responsible for financial audits on the mission and supervises the transmission of the necessary documents and information for audits made in HQ.</li> </ul> </li> </ol> </li> </ol>

- ▶ She/he is responsible for briefing new expatriates and local employees on these rules and organizes ad hoc training when necessary.
- b. Budget**
  - ▶ She/he handles, in coordination with the HoM, the yearly budget development, and makes sure it is regularly updated.
  - ▶ She/he is responsible of designing new budgets in link with the Program Team and the HoM. She/he ensures the budget respects the donors' requirements/procedures and ensures the fair financial coverage of the mission among projects based on the mission allocation table.
  - ▶ She/he prepares each month the budget follow-up of each project and prepares a monthly analysis of the situations (forecast/actual expenses, discrepancies, budget flexibility, etc). She/he communicates her/his conclusions to the coordination team, the project managers and HQ. .
  - ▶ She/he ensures funds are correctly allocated for each project, respecting the contractual framework in terms of eligibility rules (date, nature and procurement procedures) and reporting intervals. She/he pays special attention to the respect of donor's requirement/procedures.
  - ▶ She/he prepares projects financial reports to donors; he/she sends them to the Head of Mission for prior validation and transmission to headquarters.
- c. Accounting**
  - ▶ She/he supervises the expenses allocation in the cash/bank books ensuring quality through regular checks and controls. She/he supervises the accountancy integration in SAGA and the monthly closure. She/he crosschecks the monthly audit files and exchange rate calculation. She/he sends the monthly accounts by email to HQ and makes sure paper accountancy is sent as well on a regular basis.
  - ▶ She/he is responsible for the correct archiving of accounting documents according to the rules established by HQ.
- d. Cash Management**
  - ▶ She/he monitors on a regular basis the mission cash flow situation.
  - ▶ She/he prepares the monthly cash request to HQ based on the the forecasted expenses needed by the programme and support teams. She/he ensures the amount requested will cover the mission needs over the period, taking into account possible donor payments carried out locally.
  - ▶ She/he is responsible for the bank accounts and the safe/cashbox management. She/he is charge of the cash transfers and payments in strict respect of the cash management security rules.

## **2. MANAGING THE MISSION LOCAL AND EXPAT HUMAN RESOURCES**

- a. HR Policy**
  - ▶ He/she ensures HR policies and internal rules and regulations are regularly updated, known by the teams and followed properly. She/he provides managers with all the necessary support for the proper implementation of those rules.
  - ▶ She/he keeps up to date with legal rules and regulations and makes sure PUI's procedures abide by them.
  - ▶ She/he creates and updates procedures and tools in relation with recruitment, remuneration, administrative management, disciplinary aspects and the management of individual career within the organization.
- b. Administrative management**
  - ▶ She/he participates and validates recruitment requests, contractual amendments, disciplinary sanctions and end of contract decisions.
  - ▶ She/he supervises the recruitments process (offer, candidates, and interviews), validates local staff work contracts and organizes new staff integration.
  - ▶ She/he supervises the mission arrivals and departures of expat staff (bookings, travel documents, transit, vacation requests, return sheet...) in coordination with the Head of Mission and headquarters.
  - ▶ She/he ensures the constitution of administrative files for the personnel, and monitors that employee documents are in line with the country' labour law for both expat and local staff (registration with local authorities and embassies, etc)
  - ▶ She/he elaborates the local staff remuneration grids (fixed and variable elements), defines the complementary advantage packages (compulsory or not: medical cover, per diem, insurance, travel expenses...) and ensures their implementation, once validated by the Head of Mission and Headquarters.
  - ▶ She/he supervises monthly pay operations for local staff, monitors absences and leaves, validates tax and social security calculations and ensures their timely payment
  - ▶ She/he is responsible for defining and implementing appropriate work conditions, in particular concerning health and safety rules.
  - ▶ She/he anticipates and prevents social conflicts and participates in crisis management where necessary. Conflict prevention may require the organization of a personnel representation system, if inexistent.
  - ▶ He/She is attentive to the risk of abuses of authority (between local employees or from expatriates towards local employees, in whatever form) and reports all inappropriate behavior to the Head of Mission.
  - ▶ She/he organizes and manages sanitary and medical repatriations in case of work related accidents with the field medical coordinator (if necessary) and the headquarters medical manager.

## **3. ENSURING THE ADMINISTRATIVE AND LEGAL MANAGEMENT OF THE MISSION**

- ▶ She/he ensures the registration of PUI in Colombia and with the different State respecting administrative procedures, legal and fiscal requirements.
- ▶ She/he organizes the legal protection for the mission, in particular by identifying one or more local partners capable of providing the necessary advice (lawyer, NGO network, etc.).
- ▶ She/he supervises and validates the contractual documents for the mission (with the authorities, NGO partners,

<p>suppliers, insurers, vehicle and rented property owners...) and ensures their monitoring.</p> <ul style="list-style-type: none"> <li>▶ She/he monitors administrative and legal changes which could impact the mission and/or the project implementation.</li> <li>▶ She/he is responsible for the good relations with PUI Colombian's legal counsellor and obtains advice and support on all legal matters (changes in law, relations with authorities, validation of contractual documents, etc.)</li> </ul>
<p><b>4. ENSURING THE SOUND APPLICATION OF THE LOGISTICS PROCEDURES</b></p> <ul style="list-style-type: none"> <li>▶ She/he supervises the work of the Logistics Manager and the logistics staff, including the service staff.</li> <li>▶ She/he will send procurement plans drafted to HQ in order to get the approval.</li> <li>▶ She/he validates tenders, bid analysis and the selection of preferred providers, ensuring the quality of the files and the fair procurement choices.</li> <li>▶ She/he supervises the correct implementation of the logistics procedures, with a particular attention to the procurement process.</li> <li>▶ She/he controls the presence of an updated assets and stocks inventory lists, the quality of the fleet management and the provision of quality support services in PUI's premises.</li> </ul>
<p><b>Focus on 3 priority activities related to the context of the mission</b></p>
<ol style="list-style-type: none"> <li><b>1) Creation of financial and accounting tools:</b> with the support of HQ, She/he designs and implement the financial and accounting tools for the colombian mission, and ensures the training on those tools for both expatriates and national staffs.</li> <li><b>2) Creation of HR tools :</b> She/he ensures the creation and the deployment of the whole HR pack at the mission level, with the support of HQ and legal counselors</li> </ol>
<p><b>Team management</b></p>
<p>Number of people to manage and their position (local staff)</p> <ul style="list-style-type: none"> <li>▶ Direct management: 1 Admin/log deputy in coordination,</li> <li>▶ Indirect management: logistics and service staff</li> </ul>

Required Profile		
Required knowledge and skills		
	REQUIRED	DESIRABLE
<b>TRAINING</b>	<ul style="list-style-type: none"> <li>- Financial/accounting management</li> <li>- Human resources management</li> <li>- Logistics procedures understanding</li> </ul>	<ul style="list-style-type: none"> <li>- Project cycle management</li> </ul>
<b>PROFESSIONAL EXPERIENCE</b> <ul style="list-style-type: none"> <li>▶ Humanitarian</li> <li>▶ International</li> <li>▶ Technical</li> </ul>	<ul style="list-style-type: none"> <li>- Minimum 1 year experience in a Finance Coordination position for an INGO</li> <li>- Experience in human resources management</li> <li>- Experience in grants and audit management</li> <li>- Experience in dealing with local authorities and various partners</li> </ul>	<ul style="list-style-type: none"> <li>- Experience in logistics management</li> <li>- Experience in security management</li> <li>- Experience with PUI</li> <li>- Experience in opening mission</li> </ul>
<b>KNOWLEDGE AND SKILLS</b>	<p>Good knowledge of institutional donor procedures (ECHO, UN agencies, CdC, USAID, etc.)</p>	
<b>LANGUAGES</b> <ul style="list-style-type: none"> <li>▶ English</li> <li>▶ Spanish</li> <li>▶ French</li> </ul>	<p>X</p> <p>X</p>	<p>X</p>
<b>SOFTWARE</b> <ul style="list-style-type: none"> <li>▶ Office Package</li> <li>▶ Other (to be specified)</li> </ul>	<p>X (Advance Excel compulsory)</p> <p>SAGA</p>	

## Required Personal Characteristics (fitting into the team, suitability for the job and assignment)

- ▶ Good stress management and great ability to work efficiently under pressure
- ▶ Ability to remain calm and level-headed
- ▶ Great attention to details, rigor, reliability and honesty
- ▶ Strong sense of responsibilities
- ▶ Proven organization and methodical skills
- ▶ Ability to adapt, manage priorities and be pragmatic
- ▶ Leadership skills and ability to make decisions
- ▶ Analytical capability
- ▶ Good communication skills, great sense of diplomacy and ability to negotiate
- ▶ Strong ability to listen
- ▶ Ability to show authority, if necessary
- ▶ Good sense of humor and great team member

## Proposed terms

### Status

- ▶ **EMPLOYED** with a Fixed-Term Contract

### Compensation

- ▶ **MONTHLY GROSS INCOME**: from 2 200 up to 2530 Euros depending on the experience in International Solidarity + 50 Euros per semester seniority with PUI

### Benefits

- ▶ **COST COVERED**: Round-trip transportation to and from home / mission, visas, vaccines...
- ▶ **INSURANCE** including medical coverage and complementary healthcare, 24/24 assistance and repatriation
- ▶ **HOUSING** in collective accommodation
- ▶ **DAILY LIVING EXPENSES** (« Per diem ») of 600 Euros
- ▶ **BREAK POLICY**: 5 working days at 3 and 9 months.
- ▶ **PAID LEAVES POLICY** : 5 weeks of paid leaves per year + return ticket every 6 months