Information Communication Technology HSP

Global Humanitarian TEam



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| **Annual Salary and Benefits -** | Starting salary £27,963 - £37,095 (dependant on experience) |
| **Internal Job Grade -**  | C1 |
| **Contract type -**  | Open-ended |
| **Hours of Work -**  | Full-time |
| **Reports To -** | ICT in Programme Advisor, Oxfam GB |
| **Staff reporting to this post -**  | None.  |
| **Locations / coverage -**  | Roving role deployable worldwide. Home-based when not deployed. Coverage is global.  |
| **Annual Budget -**  | None. |

**Shaping a stronger Oxfam for people living in poverty.**

**Global Humanitarian Team Purpose**

The GHT has designated responsibilities to support, coordinate and lead humanitarian policies and actions to reduce the impact of, prepare for and respond to crises, harnessing the resources of the whole Oxfam confederation to deliver support for Oxfam’s strategic plan.

The GHT works across Oxfam, in particular with Oxfam country teams, and others to maximise the quality and impact of Oxfam’s humanitarian programme by

* Delivering rapid, safe and high-quality emergency scale up capacity.
* Supporting programme strategy, operational design, humanitarian preparedness and response.
* Capacity building across Oxfam and partner organisations.
* Supporting the gathering of evidence to enable learning, innovation and advocating for change across the sector.
* Working with Campaigns and Policy to influence for greater respect of the basic rights of crisis affected men and women.
* Working closely with affiliates in their roles as EAs, PAs, response work in media and policy for the best interests of the humanitarian programme as part of the one-Oxfam programme.

**Humanitarian Support Personnel (HSP) Team Purpose:**

To respond effectively and rapidly to major emergencies anywhere in the world, and enable communities to become more resilient to future shocks and stresses. As a Humanitarian Support Personnel (HSP) you will be a member of a large, dynamic, experienced, multi-sector team of first-class specialists. The team spans a variety of technical humanitarian fields including emergency food security and vulnerable livelihoods (EFSVL), WASH, Protection, Gender, Policy, MEAL (monitoring, evaluation, accountability, and learning) and support roles including ICT, logistics, and finance. HSPs are deployed from their home base to a variety of roles in regional and country programmes from a few weeks to up to approximately 6 months.

**Job Purpose**

This is a cross-cutting role designed to work alongside technical advisory teams (WASH, EFSVL, Protection, MEAL and Cash) in supporting field programmes to utilise ICTs across a range of humanitarian programme activities. Key areas of work include identifying needs, scoping and setting up processes utlising both new digital tools and a set of standard tools in the ICT in Programme portfolio to deliver programme activities. These might range from assessments, mapping (simple maps and topographical surveys to inform for example WASH infrastructure design and implementation), registrations, monitoring and delivery of aid to improving Oxfam’s accountability to beneficiaries. The role seeks to ensure that activities incorporating the use of ICTs consider gender equity and vulnerability issues, are carried out in a way that aligns with Oxfam’s Responsible Data Policy and are sensitive to conflict and protection needs in order to reduce risks and threats to beneficiaries.

The prime purpose of this flexible resource will be to assist management in ensuring the essentials of humanitarian programme quality drawing on the use of ICTs are considered, prioritised and resourced in programme set-up, development and learning processes & systems. The post holder would be expected to spend up to 70% of time on deployments.

Be accountable for ensuring community participation shapes programme decisions, actively seek a partnership approach and worked following feminist principles including strong awareness of power dynamics.

**Key Responsibilities and Accountabilities**

The post holder will undertake a series of assignments for which specific Terms of Reference will be negotiated and agreed with relevant parties, prior to deployment, and/or revised in the early stages of the deployment.

Assignments will normally include;

**Management***people, budgets, assets, projects and decision making*

* Contributing to the scaling up of humanitarian programmes through providing hands-on and advisory ‘ICT4D’ support to programme managers and technical leads in specific areas of work. For example, scoping how to best engage with tools such as mobile surveys, e-transfers, GIS (using QGIS) and digital beneficiary information management platforms to support more effective programme activities.
* In consultation with management and the MEAL Coordinator, assist and guide the setting up of ICT enabled monitoring & learning, registration and aid delivery systems and approaches appropriate to the context.
* In consultation with management, assist and guide the setting up of accountability systems and approaches appropriate to the context. This would include feedback/complaints mechanisms, information system to the affected population and ensuring community participation according to the MEAL minimum standards and in coordination with MEAL staff.
* Carry out hands-on training and technical troubleshooting to key teams seeking to integrate ICTs as part of Oxfam’s wider response
* Assisting in the recruitment of local staff, and helping ensure that they have the necessary induction, training, and support in order to meet Oxfam’s expectations around the use of ICTs in humanitarian programmes.
* Manage ICT country staff and/or sectoral country staff. The scale of staff management will be dependent on the scale of the response, and the ICT task(s) in hand.

**Analysis and Problem Solving** *information, complexity, creativity and forward planning*

* Participating in assessments of emergency situations as part of a team, contributing analysis of ICT4D potential tools use and challenges, reporting recommendations and proposals for Oxfam's response with a particular emphasis on responsible data and GDPR compliance.
* Scoping applications of ICTs to support ‘digital delivery of aid’, assessments and monitoring of activities and feeding into / developing guidance to be applied across the organisation
* Providing a dedicated resource to lead on specific prioritised areas of programme analysis and development. Undertaking or commissioning specific activities as defined by management.
* Providing a dedicated resource for humanitarian evaluations when requested and where applicable
* Able to support with country level scoping studies when considering collaborations with other NGOs and private sector partnerships in ICT
* *Ensure programmes are safe, are sensitive to gender and other power dynamics and ensure that they are informed by the community to benefit from the work.*

**Impact** *contacts, communication, advice, and consequences*

* Assisting in ensuring that teams have adequate understanding of with internal and external standards and codes (NGO/Red Cross Code of Conduct, the Core Humanitarian Standard as well as Oxfam’s Responsible Data policy and ICT specific guidance)
* To support country teams with the learning of ICT applications in a range of contexts and country responses (facilitation, write up and dissemination)
* Contribute to donor and internal reporting requirements.
* Coordinating and networking externally with peers in other agencies
* To foster an appropriate working culture built on Oxfam’s values, respectful and cognisant of power imbalances internally and between Oxfam, our partners and the communities we serve.

On occasion, when not on assignment, the post holder will;

* Undertake research project work to document experience to contribute to institutional learning on aspects of the use of ICTs in emergencies.

## Technical Skills, Experience & Knowledge

**Minimum requirements all HSPs are expected to fulfil:**

1. Ability to deploy at short notice to areas affected by crisis and support the rapid scale up of humanitarian programmes to meet lifesaving needs of affected people.
2. Demonstrate Oxfam values and behavioural competencies.
3. Management skills: HSP deployments usually involve managing a team to deliver the work, HSPs will need to demonstrate management competencies, of international and multi-cultural teams, in difficult and stressful environments.
4. Behavioural skills; all HSP deployments require the individual to successfully work with and mentor others often under challenging circumstances. HSPs should demonstrate competencies around “listening and creating dialogue” and “working with others” as well as networking skills*.*

**Essential**

* Knowledge of and demonstrated commitment to Oxfam’s values, mission and work
* Knowledge and understanding of global justice, social change, women’s rights and gender equality and commitment to delivering humanitarian work through feminist principles.
* Experience of emergency and development work, and an understanding of relevant humanitarian issues.
* Experience of utilising ICTs in an emergency (and/or development) context to deliver aid and/or carry out assessments and monitoring activities. Experience with digital technologies such as e-transfers would be an advantage.
* Experience in capacity building of staff (local and/or international) in ICT (either through daily mentoring, structured training, or remote support)
* Well developed analytical, planning and reporting skills.
* Proven influencing and negotiating skills
* Creativity and problem solving attitudes to help field managers identify and prioritise.
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* Excellent interpersonal and communication skills.
* Experience of coaching and training others in systems and processes
* Excellent understanding of, and personal commitment to ethical and responsible use of technologies in humanitarian work
* Sensitivity to cultural differences, and the ability to work in a wide variety of cultural contexts
* Highly effective team working skills and the ability to build good relations both internally and externally
* Good written and spoken English is essential
* Willingness to travel at short notice, often in difficult circumstances and availability to work up to 6 months in any one location

**Desirable**

* Experience of working as part of a humanitarian technical team (WASH, EFSVL, Protection, Cash, MEAL) with experience in at least one core focus area such as gender equity, accountability to beneficiaries, data protection, conflict sensitivity or programme learning.
* Experience utilising Oxfam’s preferred ICT tools (Mobenzi, SurveyCTO, LMMS, Red Rose, QGIS, PowerBI
* Working knowledge of French.
* Experience of negotiating with external suppliers and private sector organisations
* Experience of social accountability practices in humanitarian programmes

## Key Behavioural Competencies (based on Oxfam’s Leadership Model)

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| **Competencies**  | **Description** |
| **Decisiveness** | We are comfortable to make transparent decisions and to adapt decision making modes to the context and needs. |
| **Influencing** | We have the ability to engage with diverse stakeholders in a way that leads to increased impact for the organization We spot opportunities to influence effectively and where there are no opportunities we have the ability to create them in a respectful and impactful manner. |
| **Humility** | We put ‘we’ before ‘me’ and place an emphasis on the power of the collective, nurture the team and play to the strengths of each individual. We are not concerned with hierarchical power, and we engage with, trust and value the knowledge and expertise of others across all levels of the organization. |
| **Relationship Building** | We understand the importance of building relationship, within and outside the organization. We have the ability to engage with traditional and non-traditional stakeholders in ways that lead to increased impact for the organisation. |
| **Listening** | We are good listeners who can see where deeper levels of thoughts and tacit assumptions differ. Our messages to others are clear, and consider different preferences. |
| **Mutual Accountability** | We can explain our decisions and how we have taken them based on our organizational values. We are ready to be held to account for what we do and how we behave, as we are also holding others to account in a consistent manner. |
| **Agility, Complexity, and Ambiguity** | We scan the environment, anticipate changes, are comfortable with lack of clarity and deal with a large number of elements interacting in diverse and unpredictable ways. |
| **Systems Thinking** | We view problems as parts of an overall system and in their relation to the whole system, rather than reacting to a specific part, outcome or event in isolation. We focus on cyclical rather than linear cause and effect. By consistently practicing systems thinking we are aware of and manage well unintended consequences of organisational decisions and actions. |
| **Strategic Thinking and Judgment** | We use judgment, weighing risk against the imperative to act. We make decisions consistent with organizational strategies and values. |
| **Vision Setting** | We have the ability to identify and lead visionary initiatives that are beneficial for our organization and we set high-level direction through a visioning process that engages the organization and diverse external stakeholders. |
| **Self-Awareness** | We are able to develop a high degree of self-awareness around our own strengths and weaknesses and our impact on others. Our self-awareness enables us to moderate and self-regulate our behaviors to control and channel our impulses for good purposes.  |
| **Enabling** | We all work to effectively empower and enable others to deliver the organizations goals through creating conditions of success. We passionately invest in others by developing their careers, not only their skills for the job. We provide freedom; demonstrate belief and trust provide appropriate support. We give more freedom and demonstrate belief and trust, underpinned with appropriate support. |