



United Kingdom
Humanitarian
Innovation Hub

JOB PROFILE

Job Title:	Operations Adviser (UKHIH)
Grade:	P1
Reports to:	Head of Operations
Line management responsibility:	None
Budget responsibility:	None
Location:	London and remote working in UK

ABOUT US

As a UK-based humanitarian initiative, hosted by Elrha, and funded by the UK government (FCDO). We leverage expertise from the UK and across the globe to improve international humanitarian action, connecting the people equipped to bring about systemic changes that will strengthen and support humanitarian response.

Humanitarian needs are growing in number, scale and complexity. With this comes greater pressure on the sector to optimise limited resources and develop joined-up systems innovation that meets the needs of crisis-affected communities. We respond by fostering collaboration between the people and groups best placed to address gaps in the sector and design problem-led innovation that generates impactful, long-term outcomes. These diverse partnerships thrive on a shared vision to strengthen the framework of humanitarian aid: the processes and methods that enable the humanitarian community to best support people affected by crisis.

JOB PURPOSE

The Operations Adviser contributes to the successful implementation and management of UKHIH research and innovation workstreams. Managed by the Head of Operations, the role works closely with colleagues across UKHIH and Elrha to manage a portfolio of key relationships grants and service contracts to a high standard. The role also supports the delivery of a range of essential UKHIH operational functions, supports with coordinating communications and convening activities, as well as contributing to a broader internal organisational and operational development process and [strategy](#).

KEY ACCOUNTABILITIES

Portfolio Management of Grant and Service Contracts

- Manage an assigned portfolio of new and existing UKHIH grants and service contracts, maintaining a high standard of oversight and audit trail, escalating issues relating to programmatic risk to the Head of Operations.
- Work in partnership with UKHIH technical leads to develop and embed timebound capacity plans for assigned portfolio, enable activities to be planned, resourced and sustained effectively.

- Coordinate technical and capacity building support, including the provision of advice and guidance within the remit of operational practice and policy, to ensure partners and service providers deliver high quality and timely activities to agreed financial targets.
- Work in partnership with UKHIH technical leads to guide and coordinate the development of business cases for proposed additional workstreams for the assigned portfolio.
- Review and analyse grantee and service providers' narrative and financial reports against original objectives, recommending payment status and oversee the risk management of assigned portfolio, escalating any non-routine issues to the Head of Operations.

Operational Management

- Lead stakeholder mapping activities for UKHIH, such as scoping potential collaborators and/or service providers, while maintaining a consolidated UKHIH stakeholder map and supporting efforts to coordinate stakeholder engagement with Elrha.
- Contribute towards maintaining UKHIH's Trello workstream management system as required.
- Co-ordinate high quality procurement processes for assigned new service contracts, preparing tender resources, scoping providers, and managing assigned assessment processes.
- Prepare grant agreements and contracts (including amendments), preparing payment plans, and collaborate with Elrha's Grant Operations and Finance team to complete due diligence and onboarding effectively and compliantly.
- Co-ordinate the induction of new Advisory Group Members.
- Carry out financial processing, such as processing invoices and tranche payments, and contribute towards maintaining the UKHIH budget and forecast.
- Coordinate travel for UKHIH staff and participants to meetings in line with travel policy and budget guidelines.
- Oversee the UKHIH general and press inbox, coordinating UKHIH's timely response to enquiries and requests.
- Carry out a range of administration in support of UKHIH strategic and operational plans.

Engagement and Communications

- Guided by the Communications and Engagement Manager, plan and co-ordinate assigned UKHIH convening events.
- Under the direction of the Communications and Engagement Manager, assist with the management of the UKHIH website and social media channels.
- Corresponding to assigned portfolio and other UKHIH workstreams where required, co-ordinate the production of external communications resources, such as research reports, policy papers, blogs, news articles, social media posts and press releases.
- Coordinate UKHIH advertising processes, ensuring procurement and other funding or partnership opportunities are publicised across appropriate platforms and to targeted audiences.

- Conduct research to support UKHIH's conference schedule and provide logistical support for team members to attend.

The principal accountabilities are not an exhaustive list of tasks. UKHIH is comprised of a small and dynamic team, where joint decision-making is valued. Working in the humanitarian sector requires a degree of flexibility and adaptation across our work and so the job holder is expected to carry out other duties that may be required to assist the wider team if within the employee's skills and abilities, whenever reasonably instructed.

PERSON SPECIFICATION

Qualifications and Experience

- Experience of grant and contract management.
- Experience of providing advice and guidance relating to operational capacity building, including effective operations, grant management and the development of business cases.
- Experience of developing and maintaining a contacts database.
- Experience of managing procurement processes, including preparing grant agreements and service contracts, and quality assuring delivery and payment plans.
- Experience of organising events and meetings bringing together diverse groups and stakeholders, online and in person.

Skills, Abilities and Attributes

- Knowledge of risk management methodologies and experience of monitoring risks.
- Knowledge of project management tools.
- An understanding of and interest in humanitarian affairs, the system and research.
- Good interpersonal skills and the proven ability to build relationships at all levels and with a wide range of diverse stakeholders across academia, private sector and sector leaders.
- A good level of verbal and written English communication skills to work with a range of people and draft written correspondence and external communications materials.
- Excellent financial acumen with ability to analyse financial data and monitor financial reports.
- Strong attention to detail and organisational skills including the ability to plan, prioritise and ensure implementation of work to required standards and tight deadlines, often under pressure.
- Ability to use own initiative and professional judgement to solve problems and generate new ideas.
- High degree of computer literacy, including knowledge and experience in the use of Microsoft packages, ideally including SharePoint and MS Project, and including ability to use website management systems and project management tools.
- Resourceful, proactive, flexible and with the ability to work in a constantly changing environment
- Ability to work inclusively, respecting a range of differences in working relationships and adopting culturally and linguistically appropriate ways of working that are accessible to all.

- Ability to work ethically, always demonstrating ethical conduct.
- Good presentation skills and ability to represent the organisation at external events and meetings.

DESIRABLE

- Familiarity with the Trello project management platform.
- Experience of working for a humanitarian organisation.

Child Protection level

Level 1 - the responsibilities of the post do not require you to have contact with children or young people.

We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us. This post is subject to a range of vetting checks including a criminal records disclosure.