Job description: Programme Officer (Research and Advocacy)

Job Title: Programme Officer (Research and Advocacy)
Location: Melbourne, with occasional international travel.
Reporting to: Pacific Projects Manager, South East Asia and the Pacific Team
Duration: Fixed term contract to end December 2022

Conciliation Resources

Conciliation Resources is an independent international organisation working with people in conflict to prevent violence, resolve conflicts and promote peaceful societies. We have worked in the South East Asia and the Pacific region since 1994 and currently have four programmes: A regional Pacific Programme, a Philippines programme, a Fiji Programme and a Papua New Guinea Programme.

Our work seeks to contribute to building more peaceful societies through enhanced analysis and comparative knowledge and through supporting and implementing targeted and adaptive peacebuilding programmes. We seek to build knowledge through context and conflict analysis, contribute to change through long-term accompanying partnerships, and enhancing context-specific peacebuilding practice through comparative learning. As part of our regional work, we undertake comparative learning events, bringing together people to share knowledge and resources on relevant conflict issues in the Pacific. Currently, the key conflict issues which Conciliation Resources works to address are: dealing with the past legacies of conflict; the intersection between governance and peace; masculinity, youth and violence; and the climate change and conflict with a focus on community-level peacebuilding in the context of climate and environmental change, displacement and relocation.

Job Purpose

This role sits within the South East Asia and the Pacific Team and supports programme teams through coordinating internal analysis, research, and policy advocacy. The role also has a strong link to developing and supporting best practice within the SEAP team. Conciliation Resources’ staff operate in a spirit of programme partnership, which demands team-work and collaborative decision-making, transparency and mutual respect, integrity, personal initiative, creativity, political and interpersonal sensitivity and professional discretion.

The post holder will report to, and be performance-managed by the Pacific Projects Manager. Additionally, the post holder will work collaboratively with the Accord, Policy and Learning team based in London. They will coordinate the Melbourne office’s internal analysis of conflict and peacebuilding issues in the Pacific, act as the central coordination point with the Accord, Policy and Learning team in London; organise policy events such as comparative learning, donor and partner roundtables; contribute to organisation-wide learning initiatives; and provide general research and administrative assistance to projects where required.

As this is a wide-ranging role, the post holder is not expected to be an expert on all the relevant areas. Expertise in one area, with a willingness to develop knowledge in skills in the other areas is very welcome.
Specific responsibilities and tasks

Policy & Learning

Support learning in relation to the SEAP team’s peacebuilding work, to enhance the effectiveness and impact of each programme, while helping to develop Conciliation Resources’ practice more broadly and help communicate impact and lessons. Contribute to, coordinate and draft briefings and written documents that seek to influence policy on conflict, peace and security.

Engage in programme and organisational learning, through programme reviews, regular monitoring and evaluation at key points, as well as contributing to organisation learning events (including short downloads, brownbag lunches, organisational retreats and other activities). Provide policy and research support to Programme Teams on selected projects and manage research projects, ensuring findings and lessons are of high quality and relevant for international policymakers working on conflict issues.

Contribute to developing a strategic approach to Conciliation Resources policy engagement and advocacy; and monitor and analyse areas of Australian, New Zealand, EU and other relevant international policy on conflict, peace and security in order to inform and shape CR’s policy engagements.

Coordinate the design, production, proofreading (and where necessary) translation of selected CR publications. Provide support to the South East Asia and the Pacific Programme Director and programme and project managers in representing Conciliation Resources at external policy and learning events and network meetings.

Link to the Accord, Policy and Learning team to organise internal and external learning events.

Keep informed of political, social, economic and security developments within and affecting the various regions where Conciliation Resources is operating.

Representation and networking

Work with our communications team and the Programme Director to develop communications material related to Conciliation Resources work, including updating relevant programme and impact sections of the Conciliation Resources website and the intranet.

Contribute to Conciliation Resources’ information systems: updating relevant programme and impact sections of the Conciliation Resources website (in liaison with the Communications Manager) and intranet (the Hub); uploading photographs to the electronic photo library, entering information into Conciliation Resources’ Contacts Database, and handle information in line with Conciliation Resources; Data Protection and Privacy Policy and any other relevant policies.

Comply with internal information management systems, including entering data in CR’s Monitoring and Reporting System to ensure we are monitoring our activity and impact.

Strategic and operational planning

Contribute to the Pacific Programme’s strategic and operational planning processes, including participation in the annual planning cycle and monitoring and evaluation processes, through scheduling and minuting meetings, and assisting with the preparation and submission of completed annual plans.
Participate in team and other internal meetings or working groups.

**Programme management and logistical support**

Provide logistical, financial and administrative support to programmes of the full range of activities undertaken by the programme, including arranging travel, visas, accommodation and other tasks required to organise meetings and workshops. Prepare event materials, participant packages and equipment; participate in events, take notes and produce reports of events where needed.

Assist the Pacific Projects Manager and other team members in producing and regularly updating project management documentation, including partnership agreements, workplans, budgets, transfer schedules/breakdowns, financial and narrative reporting forms, consultant contracts and associated Terms of Reference.

Support the SEAP programmes with specific research projects, conducting desk research related to programme activities and ad hoc research for fundraising proposals.

Support the monitoring, evaluation and reporting of the SEAP programmes, including collecting data from programme partners and contributing to regular narrative reports on activities and impact (donor reports and quarterly reports to the Executive Management Team and Board).

Draft contracts for consultants and other service providers, and supervise occasional volunteers and consultants as required, including ensuring that consultants and volunteers adhere to Conciliation Resources’ security and safeguarding policy and guidelines when working and travelling in all regions.

As requested support additional programme or department meetings including participating in and support information sharing meetings with relevant teams across Conciliation Resources.

Participate in monthly line management meetings and regular performance appraisals, and keep BreatheHR information system up to date.

Perform other Programme support tasks, consistent with the skills and expertise of the post-holder, as requested by the Programme Director or Director of Programmes.

**Financial management and fundraising**

Support the timely and accurate processing of financial transactions related to policy and research activities. Process invoices and expenses claims from project staff, consultants and service providers, following Conciliation Resources’ financial management procedures. Prepare and process programme staff’s financial trip reports, transfer requests, travel advance requests and other programme expenditure documents, ensuring appropriate coding and in liaison with the Melbourne team.

Assist in SEAP programme’s budget monitoring and reporting, including processing partner and project financial reports and (in conjunction with the Finance team) preparing expenditure reports for donors.

Ensure procurement of services is carried out in an appropriate manner adhering to Conciliation Resources’ Procurement Policy covering such areas as consultants, proofreading and copy editing, translators and the translation of programme related materials.
Support programme and cross-programmes fundraising efforts when requested, including co-ordinating input and editing financial and narrative submissions, drafting budgets and narrative text.

**Personnel management**

Ensure they and consultants adhere to Conciliation Resources’ security and safeguarding policies and guidelines when working, and particularly when travelling to the Pacific. Be mindful of and plan around the security implications for partners of engaging with Conciliation Resources.

**Other**

Perform additional tasks, consistent with the skills and expertise of the post-holder, as requested by the Programme Director or Director of Programmes.

Apply our core values to all work and develop them within the organisation, including through signing and adhering to Conciliation Resources’ Code of Conduct.

**Person Specification**

**Essential knowledge, skills and experience**

- Knowledge of, and interest in, the Pacific region.
- Academic qualifications, preferably to post-graduate level in a relevant field, such as peace and conflict studies, pacific studies, international relations, conflict resolution, human rights or development studies.
- Sound understanding of conflict resolution theory and practice
- Demonstrable knowledge and use of administrative, financial and information management systems.
- Experience of working in a fast-paced, multi-task environment with a diverse range of people
- Experience of working in an internationally-focused policy/advocacy organisation with and through networks
- Experience of providing research and producing high-quality written work
- Experience of working with international, national and local partner organisations and consultants
- Experience of organising and managing events for research and outreach
- Experience of planning, gathering, analysing and interpreting information for monitoring and evaluation purposes
- Experience of project management, including budget management.
- Knowledge of standard Microsoft Office packages (advanced Word and Excel essential), databases, email and internet, preferably in a Macintosh environment
- Excellent verbal and written English language skills; other language skills would be an advantage (preferably French)
- Strong organisational skills including planning, developing, implementing and maintaining projects or work streams.
- Strong facilitation and presentation skills
- Ability to listen actively to, engage with, and persuade people from varying backgrounds and with a range of political, cultural, and value orientations
- Ability to work as part of a team as well as independently, and to work collaboratively with a flexible approach to projects
- Ability to meet deadlines, problem-solve, prioritise a complex and varied workload and work well under pressure
• Accuracy and attention to detail
• Computer literate (and preferably experience of working in a MAC environment)

Desirable knowledge, skills and experience
• A spoken or written Pacific Islands language
• Experience of working in the Pacific and/or Philippines region.

March 2020