

Job description: Programme Support Assistant, South East Asia and Pacific Team

Job Title: Programme Support Assistant, South East Asia and Pacific Team

Location: Melbourne, with occasional international travel.

Reporting to: Operations Manager, South East Asia and the Pacific Team

Duration: Fixed term contract to end February 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 provide practical support to help people affected by violent conflict achieve lasting peace. We draw on our shared experiences to improve peacebuilding policies and practice worldwide. We work with partner organisations and individuals (officials, civic actors and politicians) supporting processes of change, including through supporting key actors in regions effected by conflict to explore options for progress through dialogue, analysis and access to new thinking. We also work with civil society groups to become more effective in advocating for rights, encouraging debate and achieving policy change.

Job purpose

We are headquartered in London, with a branch office in Melbourne. The Programme Support Assistant role is part of a programme support team of five, supporting both the operational needs of the Melbourne branch office and programme support needs of the different South East Asia and the Pacific programme teams (i.e. the Philippines, PNG, Climate Change and Pacific programme teams). The role will be focused on both supporting branch office operational needs (e.g. office and human resource administration), along with administrative and logistical support necessary for the implementation of the South East Asia and Pacific (SEAP) programme.

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 and skills in the other areas is very welcome.

Specific responsibilities and tasks

a. Office Management and IT

With remote assistance from the team in London, this role will support office administration ensuring that the Melbourne branch office is well setup and maintained for safety and security. This will include administration related to service providers to the office, including the landlord, utilities, internet and telephone providers, along with managing maintenance issues, including contacting and overseeing appropriate service providers.

Assist the Operations Manager with the procurement, setup and maintenance of laptops and other IT and office equipment.

b. Human Resources

Under the direction of the SEAP Operations Manager, and working with SEAP programme leads, the role will be responsible for administering human resources systems and processes that promote staff well-being, and a positive and supportive work environment.

The role will be responsible for the administration of aspects of the HR system (such as Breathe HR), assisting with recruitment processes including contacting candidates, and ensuring that employee records are up to date and correct.

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

c. Compliance

Under the direction of the SEAP Operations Manager and working with SEAP programme teams the role will provide administration support for Safety and Safeguarding processes within the SEAP team. The role will assist team members in producing and regularly updating security documentation, including workplans, budgets and consultant contracts.

The role will also assist the SEAP Operations Manager, to ensure that Conciliation Resources' safeguarding policies and processes are administered within the SEAP team.

The role will work with the SEAP Operations Manager in supporting the creation and implementation of policies and practices related on topics such as terrorist financing, money laundering, bribery, overseas spending and procurement.

d. Strategic and operational planning

Contribute to the South East Asia and 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.

e. Programme support

Provide logistical, financial and administrative support to meetings, workshops and other events undertaken by SEAP programme teams, including travel arrangements, arranging venues, accommodation, communicating with participants on logistics, handling expenses, invoices and receipts.

Provide logistic and administrative support to travelling members of the team, including by booking transport and accommodation, drafting risk assessments, arranging cash advances, and consolidating expenses and trip reports on the traveller's return.

Support the monitoring, evaluation and reporting of the programme, 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).

Develop and maintain timesheets for the team where required by donors.

Comply with internal information management systems, including entering data on the Monitoring and Reporting System (MaRS) to ensure the SEAP team are monitoring activities and impact. Handle information in line with Conciliation Resources' Data Protection and Privacy Policy and any other relevant policies.

Input contacts and information onto our databases, helping to maintain efficient electronic and paper filing systems, and organisation-wide administrative systems.

f. Policy and analysis

Engage in programme and organisational learning, through programme reviews, regular monitoring and evaluation and participate in organisation learning events (including short downloads, brownbag lunches, organisational retreats and other activities).

g. Financial management

Support the timely and accurate processing of financial transactions for the programme. Process invoices and expense claims from project staff, consultants and service providers, following Conciliation Resources' financial management procedures. Prepare and process programme staff financial trip reports, transfer requests, travel advance requests and other programme expenditure documents, ensuring appropriate coding and in liaison with the Finance team.

Assist in processing partner reports by checking receipts against report entries, and flagging any queries. Ensure that partner reports are coded accurately and that all necessary supporting documents are filed appropriately, electronically and/or in hard copy.

h. Other

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

Apply CR's 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

- Experience of working in an administrative and support position to a team.
- Experience of financial administration including processing finance reports, receipts or invoices.
- High Level of attention to detail
- Experience of supporting the organisation of events, including providing logistical support to participants from overseas.
- Experience of working with databases, handling diverse sources of information and maintaining filing systems.
- Experience of liaising with external partners and service providers.
- Excellent verbal and written English
- Ability to summarise and convey information accurately and concisely.

- Willingness to work irregular hours occasionally and to undertake occasional international travel.
- Commitment to, and experience of, team and cross-organisational working.
- Appreciation of issues of confidentiality, and cross-cultural and political sensitivity.
- Initiative, enthusiasm and a problem-solving approach to new challenges.
- Good computer and IT skills, including experience working with Microsoft Office software packages, databases, email and the internet.

Desirable knowledge, skills and experience

- Interest in peacebuilding and conflict transformation processes.
- Experience of undertaking supervised research work.
- Experience performing basic IT administration
- Experience in fundraising in the non-government sector
- Experience of drafting and maintaining organisation policy documents

May 2020