**Job description: Director, Conciliation Resources EU**

**Job Title:** Director, Conciliation Resources EU  
**Location:** Brussels, with occasional international travel  
**Contract:** Permanent  
**Reporting to:** Director of Policy and Learning, with a dotted line to the Chief Operating Officer  
**Responsible for:** Conciliation Resources EU branch office staff - Project Manager, Project Assistant

**Conciliation Resources**  
Conciliation Resources (CR) is an independent international organisation working with people in conflict to prevent violence, resolve conflicts and promote peaceful societies. We believe that building sustainable peace takes time. 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.

The CR EU (and mediatEUr) office supports the EU to improve policy and good practice in conflict prevention and mediation support. It represents CR to EU institutions and EU Member State delegations in Brussels and develops and maintains relationships and networks with Brussels based donor and partner organisations, as well as interested individuals.

**CR EU**  
The office in Brussels is currently an entity called mediatEUr, with its own significant track record.

- It is a separate legal entity employing local staff.  
- It has some delegated operational decision making within set parameters.  
- There are contextualised policies around safety and security, human resources, finance, compliance, procurement and other areas.  
- There are separate accounts and local financial arrangements.  
- Branding, communications and fundraising administration are maintained by the central office in London.  
- The branch office follows the Strategic and Operational plans from the central office.  
- This role leads on an annual branch office plan.  
- There is a small branch support team that assists with administrative support and office management. Bookkeeping is outsourced to an external accountant.

The branch office works within Conciliation Resources’ 2020-2025 strategic plan and follows all policies and procedures from the head office in London, except when an addendum for the branch office has been approved.
**Job Purpose**
The role will provide strategic leadership, support and managerial direction to the team in Brussels, in alignment with the head office in London. The post holder will be Conciliation Resources’ senior representative to the EU, building relationships and influencing policy. The post holder will seek and facilitate access to EU institutional funding for the wider organisation and ensure that CR’s peacebuilding results and research findings are disseminated and discussed at appropriate levels of the EU.

With direct line management of a project manager and project assistant currently, the post holder is responsible for the successful implementation of multiple projects, including two current EU contracts.

The post holder is responsible for the successful introduction and operation of the Brussels branch office’s human resources functions (including recruitment, and duty of care policies); financial functions (including payments and audits); and compliance functions (including staff safety and safeguarding). The post holder is also responsible for ensuring the branch office is operating in accordance to Belgian laws and regulations.

The post holder is responsible for setting and overseeing the management of the total CR EU budget. They lead on efforts to secure new funding from EU institutions for work led by CR EU and support other CR teams’ fundraising from EU institutions. They support the development of new project concepts as well as relationships with EU institutional and Brussels based donors. The post holder is a member of Conciliation Resources’ Senior Leadership Team.

**Specific responsibilities and tasks**

**a. Strategic and operational planning**

- Set CR EU’s overall strategic direction, in consultation with CR’s Executive Management Team (EMT).

- Develop and lead CR’s engagement strategy to the EU and EU institutions in consultation with EMT, including by helping to define and take forward policy, programming and fundraising objectives.

- Lead annual financial and programmatic design and planning for CR EU.

- Contribute to the development of organisation-wide strategy, policy and cross-organisational learning.

- Play an active role as part of the Senior Leadership Team, participating in processes regarding the strategic and organisational development of Conciliation Resources.

**b. Project management**

- Direct, support and oversee the work of current and new projects at all stages (design, costing, implementation, reviewing and reporting), ensuring that conflict- and gender-sensitivity is integrated into all projects. Play a lead role in specific projects, and facilitate specific events or processes.
• Direct the Framework Contract by working with the project manager, giving overall strategic direction, allowing for resource mobilisation, relationship building with the EEAS on mediation and dialogue, providing financial oversight and overall quality control.

• Direct and oversee involvement in other contracts such as European Resource for Mediation Support (ERMES).

• Support CR EU projects through occasional travel including, when necessary, to areas experiencing or having experienced violent conflict.

• Support the EMT to oversee the health of CR EU by monitoring and passing on project and financial reporting, and communicating any issues as they arise.

• Ensure the team complies with CR information management systems.

c. Branch office operations management

• Direct and oversee operation of the CR EU branch office, including ensuring that staff have adequate resources (e.g. IT) and appropriate office facilities.

• Direct and oversee the introduction and operation of human resource functions for the team, including staff recruitment and human resource duty of care policies and processes to promote staff well-being, and a positive and supportive work environment.

• Direct and oversee the implementation and successful operation of a range of safety and security projects and risk management systems and procedures.

• Authorise travel for all CR EU staff through the central travel risk assessment system.

• Ensure that systems and processes are in place to demonstrate CR compliance with regulations and external standards, including donor compliance. Ensure that the CR EU branch office complies with all relevant laws and regulations, including workplace regulations.

d. Policy and analysis

• Support the Director of Policy and Learning to develop and direct CR’s EU policy advocacy in relation to conflict prevention and mediation. Deliver policy messages, analysis and lessons learned to relevant interlocutors within the EU, including donors, partners and government officials.

• Disseminate CR’s peacebuilding results and research findings to relevant EU institutions and interlocutors.

• Monitor and provide analysis of key developments in EU policy, institutions and financial instruments relevant to CR’s objectives and work.
• Direct, support and oversee learning, through reviews, regular monitoring and evaluation and participate in the organisational outcome harvesting process.

e. Representation and networking

• Participate in and coordinate CR and partners’ participation in working and high-level consultative fora and meetings in Brussels, which further CR’s policy and donor relationship objectives.

• In coordination with the Director of Policy and Learning, participate in European Peacebuilding Liaison Office (EPL0) meetings that are relevant to CR policy objectives. Develop and maintain relationships with EU Member State delegations and officials in relevant EU institutions.

• Organise and manage the Associates of CR EU, nurturing and cultivating experiences and knowledge of Associates, who contribute to the design of and act as a sounding board for initiatives and as a source of advice and support in the delivery of EU and other contracts.

f. Governance and financial management

• Direct and oversee administrative governance of the entity, including administration of the entity Board and Members.

• Lead on the development and ongoing management of financial operations within CR EU, in consultation with the Conciliation Resources Chief Operating Officer in London. These financial operations are currently outsourced to an accountant and include payments processing and local financial management, auditing and reporting processes.

• Authorise all payments from CR EU, ensuring that payments to creditors and partners are made in a timely manner.

• Set and manage the annual budget for CR EU. Direct and oversee quarterly re-forecasts of the team’s budget, reporting on any arising issues to the Director of Policy and Learning.

• Direct and oversee the financial management of grants and preparation for audits.

g. Fundraising

• Direct, support and oversee the securing of funds from EU institutions for CR EU.

• Support CR’s Fundraising team in the identification of new and existing Brussels-based donor relationships for CR as a whole. Consult with colleagues in London and other branch offices, including gender and Monitoring, Evaluation and Learning advisers, partner organisations and other interlocutors on the development of
initiatives. Support the development of project concepts, writing proposals and budgets.

- Ensure that all fundraising projects [concept notes and proposals] fit within the agreed annual strategy and plans are signed off through agreed channels.

- Ensure that appropriate project documentation, systems and processes in relation to each programme are in place, and ensure compliance with and participation in the maintenance of Conciliation Resources’ administrative, information and financial systems and policies.

h. Personnel management

- Lead and guide all members of the team, providing strategic vision, representation and communication to and from wider Conciliation Resources structures.

- Provide operational management support, ensuring professional development and performance management, including through regular line management meetings and annual appraisals.

i. Other

- Share in collegial duties as a senior staff member. Perform other tasks consistent with the skills and expertise of the post-holder as required on an ad hoc basis, and as requested by the Director of Policy and Learning.

- 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

Knowledge

- Practical and conceptual knowledge of mediation, peacebuilding and conflict transformation processes.
- Understanding of gender and gender-sensitive peacebuilding and mediation practice.
- Extensive knowledge of the social, political and bureaucratic landscape in the EU.
- A good understanding of the role and policies of the EU and its Member States in conflict resolution and in particular peace mediation.

Skills

- Ability to think and plan strategically, while paying attention to detail.
- Ability to communicate complex issues effectively and adjust communication style to different audiences, including media on occasion.
- Strong interpersonal and communication skills and ability to build relationships of trust.
- Ability to listen actively and engage with people from varying backgrounds and with a range of political, cultural, gender and sexual identities and value orientations.
• Excellent written and spoken English and French. Proficiency in German language desirable.
• Excellent organisational and coordination skills, including the ability to manage and prioritise a diverse and demanding workload, to convene and run efficient meetings and meet deadlines.
• Ability to navigate political sensitivities and awareness of the complexity of working in conflict-affected situations, including appreciation of confidentiality and handling sensitive information with due care.
• Excellent word processing, spreadsheet, database and email software skills.

Experience
• Experience of mediation and/or dialogue processes and facilitation of training in relation to such processes.
• Significant organisation and team management experience to a senior level.
• Experience of line managing staff, including task management, performance management and professional development and developing a positive team dynamic.
• Significant project management experience, including design, budget development, implementation, monitoring, evaluation and reporting.
• Significant financial management experience, including preparing and managing annual budgets of at least 500,000 EUR, monitoring and forecasting spend, and overseeing internal and external financial reporting.
• Experience of leading government or other donor-funded programmes, including donor relationship management, programme development and narrative and budget reporting.
• Significant experience of securing funding for new work, including concept development, building donor relationships and writing proposals and budgets.
• Experience managing an organisation’s operational functions, including: finance, human resources, and/or safety compliance.
• Experience developing, implementing and adapting organisational policies, including human resources, finance and/or safety compliance.
• Experience of undertaking policy influencing.
• Experience of and sensitivity to communicating with multicultural and diverse audiences.
• Willingness and ability to work irregular hours on occasions and to undertake occasional international travel in sometimes uncomfortable or insecure conditions.

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