

## JOB DESCRIPTION

<b>Job Title:</b>	Outreach and Learning Manager
<b>Location:</b>	Juba, South Sudan
<b>Reporting to:</b>	CSRF Director
<b>Type of position:</b>	Open to national and international applications
<b>Grade and Salary:</b>	Grade G
<b>Contract terms and hours:</b>	<ul style="list-style-type: none"> <li>• <b>Term of contract:</b> Fixed term till December 2023 subject to funding and performance</li> <li>• <b>Probation:</b> 3 months</li> <li>• <b>Annual Leave:</b> 28 days per calendar year (January-December) in addition to agreed South Sudan public holidays.</li> <li>• <b>Hours:</b> Standard working week is 37.5 hours a week</li> <li>• <b>Medical insurance:</b> As per Saferworld South Sudan's medical insurance</li> <li>• <b>South Sudan Social Insurance:</b> 17% contribution from Saferworld</li> <li>• <b>Taxes:</b> Saferworld deducts and remits South Sudan income tax for all its employees, regardless of nationality.</li> <li>• <b>Work eligibility:</b> Must have the right to live and work in South Sudan</li> <li>• <b>Additional benefits to be offered to help with relocation for international applications</b></li> </ul>

### Background:

Saferworld is an independent international organisation working to prevent violent conflict and build safer lives. We work with people affected by conflict to improve their safety and sense of security and conduct wider research and analysis. We use this evidence and learning to improve local, national and international policies and practices that can help build lasting peace. Our priority is people – we believe in a world where everyone can lead peaceful, fulfilling lives, free from fear and insecurity. We are a not-for-profit organisation operational in 12 countries across Africa, Asia and the Middle East, with offices in London, Washington DC, Brussels and Beijing.

The Conflict Sensitivity Resource Facility (CSRF), funded by the British, Swiss, Dutch, and Canadian donor missions through the Better Aid in Conflict (BAC) framework and the European Commission Delegation in Juba, is a Saferworld-managed project that supports the integration of conflict-sensitive principles and practices into donor strategies and donor-funded programming in South Sudan. Conflict sensitivity is a programming approach that emphasises strong contextual analysis and programmatic flexibility to minimise aid's negative consequences and maximise its positive impacts. Conflict sensitivity is particularly important in volatile, conflict-affected contexts where inadequate understanding of conflict and political dynamics can lead to donors and implementing partners inadvertently exacerbating the conflict.

The CSRF programme is implemented by Saferworld in collaboration with swisspeace. The CSRF completed a two-year pilot phase, 2016-2018 and is in its fourth year of a five-year BAC contract, which currently runs from January 2019 to December 2023. Additional funding under negotiation could see the project extended until at least September 2024.

The post-holder will be employed by Saferworld and be based in the Saferworld South Sudan country programme office in Juba.

Saferworld is committed to providing a safe and trusted environment that safeguards our staff, partners and communities. Our organisational integrity is derived from the values and principles that underpin and guide our work.

### Job purpose:

The post-holder is expected to provide leadership to the CSRF in three key areas: manage the CSRF's external outreach activities to support dissemination of messages to and catalyse inter-organizational learning within the South Sudan aid community; support the CSRF team to adapt its approach to better influence donors and aid actors in South Sudan around conflict sensitivity; and manage the CSRF's monitoring, evaluation and learning (MEL) activities in collaboration with the MEL Advisors in HQ. Furthermore, the post-holder will support the

ongoing development of the CSRF programme and sustainability strategy and adaptive management approach in collaboration with the CSRF Director.

## **Roles and responsibilities:**

**Manager external outreach and convening** Lead the CSRF's external outreach activities, including the development of outreach/dissemination plans for CSRF analysis and research products.

- Manage the strategy for and coordinate the CSRF team's engagement and representation in the humanitarian cluster system and other inter-agency fora.
- Support the development of a strategy to improve sharing of information, analysis, tools, and lessons learned within the CSRF team
- Tailor information products to reach more audiences through more platforms, including web based.
- Convene aid actors to discuss conflict sensitivity-related issues.
- Coordinate and participate in one-off or regular roundtables and events to promote analysis and responses.

## **Lead on external organisational learning and adaptation (~20%)**

- Lead the project's efforts to better understand how to improve learning, apply learning, and build institutional memory within the aid sector by working closely with a range of donors, aid organisations, humanitarian clusters, academics, and other stakeholders in South Sudan.
- Design and facilitate learning and reflection events to build understanding on complicated issues facing the aid community in South Sudan.
- Provide advice, guidance, and mentorship to CSRF partners (formally and informally) on organisational learning and adaptation.
- Learn from and contribute to global discussions about learning and adaptation in the aid sector;

## **Manage internal monitoring, evaluation and learning**

- Lead on facilitation of the monitoring, evaluation and learning (MEL) system (including use of the Outcome Harvesting methodology) to facilitate reporting and identify lessons from the CSRF's implementation that can inform adaptation over the life of the programme.
- Coordinate and quality assure the CSRF team's collection of data for monitoring, evaluation and learning.
- Lead on compiling the CSRF quarterly results framework and outcome statements in line with Saferworld and donor reporting requirements and support with preparation of the reports.
- Produce learning papers (or other learning products) to share lessons on conflict sensitivity and adaptive programming.
- Manage the donor review and evaluation processes to ensure that progress and lessons learned are captured and reflected appropriately.

## **Provide support to the CSRF team functions**

- Collaborate with the CSRF's Capacity Building team during accompaniment to donors and aid organisations to build understanding of current challenges and opportunities for learning and adaptation.
- Collaborate with the Capacity Building team to develop tools and practices that can help to sustain institutional memory, informal and social learning within the aid sector.
- Collaborate with the CSRF Research and Analysis team to ensure design of research and analysis processes and products respond to demand for information and maximise opportunities for learning among relevant stakeholders;

## **Support relations with consortium members, donors and wider beneficiaries**

- Support the CSRF Director and other CSRF team members to develop and maintain strong working relations with CSRF donors and their implementing partners, and other operational agencies in South Sudan.
- Contribute towards coordination of inputs of staff from other Saferworld and swisspeace teams, notably the Senior Policy Adviser/s supporting the CSRF outreach and convening activities.
- Support the sharing of lessons, analysis, and skills development opportunities between CSRF staff and other Saferworld staff in South Sudan.
- Raise the CSRF's profile among the donor community and international partners in South Sudan (and internationally as appropriate).

## **Safety, security and risk management**

- Ensure that project activities and collaboration with partners adhere to Saferworld's global and South Sudan country programme's safety and security policies and procedures.
- Identify potential risks to the CSRF, staff, or partners and work with the CSRF Director to mitigate or otherwise address these.

### Key working relationships

- **CSRF** – work collaboratively with the CSRF consortium to link the outreach and learning agenda with the project's research, analysis, and capacity-building work;
- **Saferworld Conflict Advisory Unit** – work collaboratively with the CAU to share learning and support delivery of activities that align with CSRF's strategy and goals;
- **Donors, UN Agencies and I/NGOs** – develop and maintain relationships with donors and other organisations working in South Sudan, on conflict sensitivity issues, or on the South Sudanese context more broadly.
- **Aid workers** – network with individual aid workers to support CSRF's outreach with regards to capacity building, information sharing and learning around conflict sensitivity. This includes key selected cluster members

### Scope and accountability

<b>Decision-making and limits of authority</b>	<ul style="list-style-type: none"><li>• Decisions relating to design and management of CSRF's internal monitoring, evaluation and learning (MEL) system, with input and approval from CSRF Director and input from Saferworld's MEL Advisors</li><li>• Decisions relating to design and delivery of CSRF's learning activities, with input and approval from CSRF Director</li><li>• Decisions relating to the outreach strategy, ensuring its relevant to the CSRF's priorities and Theories of Change</li></ul>
<b>Financial resources</b>	N/A.
<b>Other resources</b>	<ul style="list-style-type: none"><li>• Management of CSRF MEL data</li><li>• Contributions to report writing, and quality and accurate information sharing</li><li>• Responsible for and in custody of Saferworld equipment, such as a Laptop and mobile phone</li></ul>
<b>People management</b>	N/A
<b>Legal, regulatory and compliance responsibility</b>	<ul style="list-style-type: none"><li>• Comply with Saferworld's policies and procedures, including HR and safeguarding policies</li><li>• If and when authorised, act as the senior Officer-in-Charge with corporate responsibility, in the absence of the CSRF Director</li><li>• Ensure all of CSRF's MEL activities are compliant with donor requirements and regulations</li><li>• Safeguarding compliance for consultants and independent researchers contracted by CSRF</li></ul>

### Person specification

#### Knowledge, qualifications and experience

- A university degree in a relevant field or equivalent work experience [required]
- Relevant work experience in a conflict or fragile context [required];
- Strong experience in humanitarian and/or development and/or peacebuilding sectors [required];
- Experience and comfort in facilitating discussions, sessions, and trainings [required] / including use of facilitation tools or approaches for online and/or hybrid events [desirable]
- Understanding of conflict sensitivity principles, practices, and methodologies [required]
- Experience designing, implementing or overseeing participatory and/or theory-based M&E approaches within the INGO/NGO, government or related sectors [required]
- Experience with knowledge management: MS teams and One Drive[required]
- Demonstrated knowledge and understanding of the South Sudan aid sector, including donor coordination mechanisms, UN Agencies and NGOs (national and international) [required]
- Experience in the aid sector in the region a bonus [desirable];
- Experience in strategic planning, program design, and M&E planning development [desirable];
- Knowledge of adaptive management methodologies and approaches (such as Problem Driven Iterative Adaptation (PDIA) or strategy testing) [desirable]Experience and comfort in providing mentorship, guidance, and support to a range of actors [desirable]
- Experience writing or contributing to global discussions around aid reform and learning [desirable]

**Skills and abilities**

- Strong problem-solving skills;
- Willingness to undertake regular field visits and interact with different stakeholders;
- Ability to work collaboratively and constructively in a team and remote consortium;
- Ability to work independently and set ambitious, achievable goals;
- Demonstrated ability to learn quickly and adapt to changing contexts;
- High standard of computer literacy.
- Capacity to produce high quality verbal briefs and written reports in English;

**Personal qualities**

- Commitment to and compliance with Saferworld's safeguarding principles
- Commitment to respect and value equality and diversity, and understanding of how this applies to own area of work
- Commitment to own continuing personal and professional development
- Commitment to the vision, mission and values of Saferworld
- Commitment to improving international engagement in conflict-affected contexts and sharing experience-based ideas as to how this can be achieved.

**Other requirements**

- Travel to sub-national and remote locations in South Sudan to areas recently affected by violent conflict will be required;
- Occasional travel in the East Africa region

**Application process To apply:**

- Either download and complete an application form at <http://www.saferworld.org.uk/jobs/jobs> and send to [jobs@saferworld.org.uk](mailto:jobs@saferworld.org.uk) (Ref: CSRF O & L Manager )

OR

- Drop hard copy of your application form at Saferworld office, Off Addis Ababa Road, Opposite Quality Hotel, Behind South Sudan Bureau of Standards, Hai Cinema, Juba

**Deadline for Application: 08 October 2022**