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Head of Delegation

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Company: International Federation of Red Cross and Red Crescent Societies

Location: Venezuela

Category: computer-and-mathematical

Job Purpose

The Head of Delegation (HoD) is the senior Secretariat representative and business manager with delegated authority and responsibility from the Secretary general whose main purpose is to lead IFRC support to the relevant National Society (NS) with a strong focus on the delivery of results and impact, as framed by Strategy 2030 and its enablers (engagement, accountability, and trust), and as reflected in the IFRC's Agenda for Renewal.

In this connection, the HoD is expected to uphold the Red Cross Red Crescent Fundamental Principles in all activities at the country level, and possesses country-level responsibility for strategic and operational coordination, humanitarian diplomacy, national society development and membership services, safeguarding community-centered development, capacity strengthening, climate actions, disasters and crisis preparedness, response and recovery coordination as well as partnership and resource development etc.

Under the leadership and guidance of the Regional Director, the HoD is also responsible for ensuring a One IFRC approach linking strategic and operational objectives at the country level. Accordingly, the HoD helps to reinforce the NS's auxiliary role and supports its efforts to coordinate technical programs and humanitarian diplomacy activities at both the regional and global levels. In this connection, the HoD is accountable for developing the Secretariat's strategy to support the NS.

Every HoD will receive Mission Instructions for their information and guidance before assuming the role.

Job Duties and Responsibilities

Ensure delivery of the Five Strategic Priorities of Strategy 2030

Ensure that the five strategic priorities of Strategy 2030 are integrated into the strategic plan of the Delegation and delivered. These include climate and environmental crises, evolving crises and disasters, growing gaps in health and wellbeing, migration and identity and values, power, and inclusion.

Responsible for ensuring that the NS is at the centre of all IFRC activities and operational plans, while considering accountability and agility requirements, community perspectives, the interests of beneficiaries, principles and conduct issues, partnership with donors, statutory instruments, and General Assembly resolutions.

Provide effective support to ensure that appropriate preparedness and response mechanisms are established in each NS and IFRC offices and have an impact

Ensure that national resources from the country are made available rapidly and efficiently to support IFRC operations.

Conduct Strategic and Operational Coordination

Responsible for coordination with: *The Red Cross Red Crescent Membership, including IFRC and its member NSs. *Red Cross Red Crescent Movement, including IFRC, its member NSs and the ICRC. *External partners, governments, international organizations, civil society organizations, NGOs, private sector entities and other stakeholders involved in humanitarian work.

Ensure that Federation policies, procedures, guidelines, and quality standards are accepted, disseminated, and adhered to.

Facilitate cooperation and coordination in all programmes and operations among all Movement components to ensure the most effective and efficient mobilisation and utilisation of resources.

Build effective cooperation and partnerships with a wide range of partners and stakeholders in government, civil society, academia, and the private sector.

Lead Effective Humanitarian Diplomacy

Support NSs in fulfilling their auxiliary role to governments and in serving as partners of choice.

In close consultation with the NS and local Government, build broad alliances and develop interest in and support for the global work of IFRC.

Implement the humanitarian priorities set by IFRC in the country, support the NS to develop and partnerships with national and global actors as well as achieve humanitarian diplomacy objectives.

Formulate policy objectives for advocacy, communications, and external relations for the country in line with the IFRC Strategy.

Support and Strengthen National Society Development and Membership Services

Strengthen the NS's legal status and auxiliary role as well as support its strategic and operational plans so that it can be more effective, efficient, engaged, accountable and trusted in its delivery of humanitarian services.

Establish and maintain close working relations with the leadership of the country NS for overall cooperation and coordination with the IFRC.

Ensure that the Secretariat delivers and provides quality support to the NS; that the requisite policies are developed and implemented; that core programmes are properly planned, managed, and monitored; and that capacity strengthening opportunities relating to people as well as systems are fully exploited.

Lead resource mobilisation for the NS in the country and for global activities of the IFRC and the NS.

Support the NS in improving financial sustainability for humanitarian services and volunteer growth, alongside backing volunteering, youth, and HR development initiatives

Job Duties and Responsibilities (continued)

Ensure Accountability

Is responsible for the Delegation's overall accountability - including to communities, the Membership, donors, and external partners.

Ensure that the IFRC's duty of care and legal obligations are respected.

Ensure that sound financial management of the IFRC's programming in the country, that

effective budget planning is in place, and that programmes operate within approved budgets.

Ensure dissemination of the Code of Conduct to all staff in the delegation.

Ensure that the Office maintains a comprehensive and effective 24/7 security management that will have a positive impact on, and enhance, personnel as well as assets safety and security.

Ensure that all IFRC (and other RCRC) personnel, assets, and operations under IFRC responsibility are adequately protected and that identified security risks are mitigated as much as possible.

Undertake security risk assessment of Federation operations, as needed, to ensure compliance with the Federation's Minimum-Security Requirements (MSR). This includes Office, Residential and Site security coordination.

Advise staff on coordinating actions required to deal with security-sensitive situations and if required the management of critical incidents.

Ensure Agility

Responsible for the delivery IFRC activities in an agile way to boost effectiveness and impact.

Provide increased support for developing systems and processes to increase agility and accountability as well as improve the quality of delivery.

Exercise good judgment, creativity, and flexibility in implementing decisions made by IFRC in relation to coordination with the Membership, the Movement, external stakeholders (including donors, other humanitarian actors, and the private sector).

Promote Safeguarding

All members of the IFRC workforce must contribute individually and collectively towards a working environment where everyone feels safe and empowered to perform their duties. This includes the demonstration of zero tolerance for sexual exploitation and abuse, harassment (including sexual harassment), sexism, gender inequality, discrimination, and abuse of power of affected populations and/or IFRC personnel. In this connection, IFRC expects and requires managers, as individuals and managers, to:

Demonstrate their commitment to providing a safe and respectful work environment by maintaining a high standard of personal conduct; reminding team members of their obligation to demonstrate appropriate behaviour in the workplace; encouraging healthy exchanges; and holding colleagues accountable for contributing to a healthy work environment

Actively support and communicate the importance and benefit of a work environment free from any form of harassment and discrimination. This will include but not be limited to taking action to stop inappropriate conduct that others may find offensive or that may contribute to a hostile work environment

Make themselves available to those who wish to raise concerns of inappropriate conduct by others in confidence and handle those concerns promptly and effectively in a confidential, victim centred manner.

Hold all staff who report to them accountable for compliance with IFRC's standards of conduct, including as set out in IFRC policies aimed at combating harassment and protecting staff from sexual exploitation and abuse, and indicate areas of concern and needed improvement in the annual performance appraisal process.

Monitor staff wellbeing and take action to address any concerns, including ensuring that IFRC Personnel are aware of the training, resources and support available

Education

Post-graduate master's degree or equivalent) in social sciences/development studies, strategic/programme management, management studies or other relevant discipline.

(Required)

Qualification or certification in project management. (Preferred)

Completion of the IMPACT course or possession of equivalent knowledge. (Preferred)

Experience

10+ years of experience in managing operations for a humanitarian aid organisation and or development cooperation organisation. (Required)

Minimum of 5 years of experience working at a senior management level. (Required)

5 years of work experience, including management, in a Red Cross/Red Crescent National Society, ICRC or IFRC. (Required)

5 years of experience of proven high-level communication skills backed by proven track record in

programmes management. (Required)

Proven results-based experience in relationship management and resource mobilisation.

(Required)

Proven experience in people management as well as in governance and leadership support.

(Required)

Proven record in implementing security regulations. (Required)

Proven experience of working in the region. (Preferred)

Proven experience of acting in a representational role and maintaining donor and partner relations. (Required)

Knowledge, Skills and Languages

(All Required)

Strong management and organizational skills, including ability to delegate authority and responsibility.

Ability to work in a cross-cultural and cross-functional environment as well as to communicate in such environment.

Strong financial management skills.

Computer literate and proficient in Microsoft Office tools.

Excellent interpersonal negotiation skills, including ability to effectively communicate a vision, solve problems and manage conflict.

Proven people management skills in a multi-cultural environment and strong track record of developing people.

Demonstrated ability to undertake a high-level representational and advocacy role.

Ability to drive change and improvements as well as to deliver strategies in a challenging environment.

Understanding of and commitment to IFRC's mission and values.

Demonstrated initiative and creativity; substantial experience of strategic thinking, including identifying, analysing, and solving problems; to respond to opportunities and challenges; and the ability to translate these into practical plans of action.

Fluent spoken and written English

Good command of another IFRC official language (French, Spanish or Arabic).

Competencies, Values and Comments

Values: Respect for diversity; Integrity; Professionalism; Accountability.

Core Competencies: Communication; Collaboration and Teamwork; Judgement and Decision Making; National Society and Customer Relations; Creativity and Innovation; Building Trust.

Managerial Competencies: Managing Staff Performance; Managing Staff Development.

Functional Competencies: Strategic Orientation; Building Alliances; Leadership; Empowering Others.

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