



## Head of Emergency Operations Role Profile

Job Title	Head of Emergency Operations (HEOps)
Classification Level	
Immediate Supervisor's Title	Regional Director/ Deputy Regional Director
Number of Direct Reports (if applicable)	
Number of Indirect Reports (if applicable)	

### Organizational context (where the job is located in the Organization)

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest volunteer-based humanitarian network. IFRC is a membership organisation established by and comprised of its member National Red Cross and Red Crescent Societies. Along with National Societies and the International Committee of the Red Cross (ICRC), the IFRC is part of the International Red Cross and Red Crescent Movement. IFRC's headquarters is in Geneva, with regional and country offices throughout the world.

Due to the nature of emergency response operations, this role profile is an outline of the likely responsibilities applicable to Head of Operations, deployed in a Federation co-ordinated operation. They are complementary to and should be read in conjunction with the specific tasks elaborated in the Deployment Order / Terms of Reference.

### Job purpose

The Head of Emergency Operations (HEOps) is the Federation's main tool for providing high-level operational and strategic leadership and coordination in large-scale emergency operations. Upon deployment, the HEOps takes up the lead in managing the IFRC Emergency Appeal operation and supporting the National Society in successful planning and implementation of appropriate response.

The HEOPS is responsible for the overall implementation of the operations.

## Role (Job Requirements)

### Job duties and responsibilities

The main responsibilities of the HEOps are related to strategy and priorities definition, management of overall operation, external coordination, Movement coordination, security management, transition to recovery, etc.

1. Assume responsibility for leading the operation on behalf of the IFRC in the affected country, ensuring appropriate links with IFRC structure (Resource management and Programme management).
2. Supervise IFRC technical sectors in country and in the regional office to ensure they work closely with the managers of relevant NS departments in all related programming roles and responsibilities, providing advice and recommendations that carefully consider local capacity and context.
3. Advocate for and design operational strategies considering partners' respective capacities.
4. Constantly monitor the disaster situation and overall context and adapt the orientation or set-up of the operation
5. Act as a link between the affected National Society (NS) and IFRC secretariat in case new assistance is required for responding to a new threat.
6. Movement context, principles and values:
  - i. Promote and assist the integration of humanitarian priorities and interventions within all relevant programming divisions in the NS.
  - ii. Analyse and adapt Movement systems and standard operating procedures and innovates where needed to meet the needs of affected communities.
7. Coordination: Advocate for and design integrated operational strategies considering partner's respective capacities to ensure that all components of the response are identified, planned and carried out in a coordinated, collaborative and integrated manner
8. Programme management, planning, monitoring & reporting:

- a. Lead the operational strategy to develop programme approaches which strengthen and develop the National Society's structures, capacity and performance; analyze and understand their current strengths and weaknesses and ensure provision of necessary technical and material support particularly in relation to the ongoing crisis.
- b. Monitor implementation of interventions create linkages between sectors and ensure the projects remain fit for purpose.
- c. Ensure rigorous monitoring and management of budgets to all Federation-assisted programmes within the NS, ensuring compliance with IFRC finance procedures and that expenditure is within income and approved ceilings and within donors earmarking requirements. Identify problems and solutions in a timely and effective manner.
9. Resource management: Advise on the need of human resources, support deployments in coordination with the Country and Regional IFRC offices, HR departments and/or surge desk, and have overall responsibility for personnel management.
10. Direction setting, operational objectives and team planning: Define and communicate the operation's strategic direction to implement and the development of capacities within the NS for emergency response and review contingency planning for identified threats in operational areas.
11. Safety and Security, and Risk Management: Ensure the safety and security of staff in the operation by taking operational decisions based on changing risk levels, providing relevant updates to stakeholders and factoring in risk management into planning, through existing security structures when possible.
12. Interpersonal communications and collaboration: Act as operations focal point for a diverse range of communication channels to deliver accurate, clear and concise messages and handle media interviews confidentially, eloquently and professionally. Provide overall guidance for communications.
13. Conduct strategic analysis of the situation to identify humanitarian issues and potential risks, including fraud and corruption, by gathering relevant information, evaluating its impact and managing sensitive information discreetly and professionally.
14. Champion high quality accountability standards and ensure compliance with relevant policy and procedures

#### Duties applicable to all staff

1.	Actively work towards the achievement of the Federation Secretariat's goals
2.	Abide by and work in accordance with the Red Cross and Red Crescent principles
3.	Perform any other work-related duties and responsibilities that may be assigned by the line manager

### Profile (Position Requirements)

Education	Required	Preferred
Relevant university degree or equivalent knowledge	⊙	
Training in advanced disaster management skills	⊙	
Experience in and knowledge of project management	⊙	
Experience	Required	Preferred
Demonstrated experience of successfully leading and coordinating large-scale humanitarian emergency response operations in a variety of contexts, preferably with the RC/RC Movement	⊙	
10 years' experience in disaster management, including managing staff	⊙	
Knowledge and experience of RC/RC National Societies	⊙	
Experience of working with, or alongside, non-RC/RC humanitarian organisations in emergency situations.	⊙	
Experience of successful institutional fundraising and managing donor relations.	⊙	
Knowledge and experience of IFRC global disaster response DM tools (FACT, RDRT, ERU, etc)	⊙	
Experience of working with UN Humanitarian Coordination Teams and clusters.		⊙
Experience of leading and supporting multi-disciplinary and geographically remote teams in insecure and challenging situations		⊙
Knowledge & Skills	Required	Preferred
Proven analytical skills and the ability to think strategically and under pressure, without access to complete information.	⊙	
Excellent political, diplomatic, communication and negotiating skills.	⊙	
Proven skills in strategic and operational planning, budgeting and reporting.	⊙	

Sound knowledge of, and commitment to, a holistic approach to disaster management, with a particular understanding of recovery, shelter and cash-based programming.	⊙	
---	---	--

Core Competencies	Tier 1	Tier 2	Tier 3
Movement context, principles and values			⊙
National Society Capacity Strengthening			⊙
Coordination			⊙
Assessment		⊙	
Direction Setting and Quality Programme Management			⊙
Information Management			⊙
Resource Management			⊙
Safety and Security			⊙
Transition and Recovery			⊙
Community engagement and accountability		⊙	
Protection, Gender and Inclusion		⊙	
Environmental Sustainability			⊙
Collaboration and teamwork			⊙
Conflict Management			⊙
Interpersonal Communication			⊙
Cultural awareness			⊙
Judgement and decision making			⊙
Motivating Others			⊙
Personal resilience			⊙
Integrity			⊙

Languages	Required	Preferred
Fluently spoken and written English	⊙	
Good command of another IFRC official language (French, Spanish or Arabic)		⊙
Other languages:		