



Rapid Response Role Profile

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

Operational context

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 the Deputy Operations Manager, 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.

Role Profile purpose

Reporting to Head of Emergency Operations or Operations Manager, the Deputy Operations Manager is responsible for the overall operational strategy and implementation of the response.

The Deputy Operations Manager effectively leads, coordinates and manages the programmatic or sectoral members, ensures a good working environment and structure to optimise the team's performance and information sharing, and ensure objectives are met according to Federation standards, policies and procedures.

The role and responsibilities between the Deputy Ops Manager and the HEOPS or Operations Manager can be flexible and can be reassessed if needed and under the leadership of the HEOPS or Operations Manager.

Role Requirements

Role duties and responsibilities

1. Operational Strategy & Programme management:

- i. With oversight of the whole operation, support IFRC and NS field teams in project/program design, set up, implementation, monitoring and reporting, and transition keeping in line with the objectives outlined in the IFRC emergency appeal.
- ii. Define initial approach, activities and operational strategies with all programs, ensure that operational planning is in line with the NS long-term strategy and capacity.
- iii. Lead the setup of the operational strategy and structure in the affected areas.
- iv. Embed a recovery approach in the operation from an early stage, recognizing the response operation as an opportunity to "build back better" and contribute to community resilience.
- v. Support on the launch of most urgent activities especially in the preferred sectors, and in accordance to the Standard Operating Procedures.
- vi. Oversee the setup of operational budgets for programmatic sectors.
- vii. Consider the exit strategy for the operation from an early stage and how it might link to and support the NS long-term programmes.
- viii. Transition and handover: Plan an effective phase-out of the RR team and prepare for handover.
- ix. Provide regular and timely operational reports inclusive of operational data and relevant statistics and guarantee quality programming.

2. Coordination:

- i. Establish a good working relationship with the host National Society counterparts and all support function Rapid Response members such as logistics, finance and telecom when required.
- ii. Develop a good working relationship with ICRC and PNS in Country to provide accurate support to the operation.
- iii. Encourage joint assessment, planning and implementation between sectors, where appropriate, moving towards an overall multi-sector integrated approach.
- iv. Coordinate activities with the host National Society, Partner National Societies and ICRC so response and recovery plans are coherent and aligned, and where possible drive joint planning in support of the NS, using collective outcomes where possible.
- v. Promoting an effective working relationship between technical surge team and technical departments at regional level and Geneva Level.
- vi. If assigned by HEOPs/Ops Manager, represent the IFRC response team in humanitarian forums positioning the RC response within the humanitarian sphere and coordinating areas of intervention.
- vii. Liaise with relevant local government authorities, and international and non-governmental operating agencies as assigned by the National Society and/or the Movement's Coordinating Authority.
- viii. Link UN, NGO, Government resources, etc. to the NS and relevant technical sectors across the RCRC operation. Ensures collaboration between Field Coordinators
- ix. Encourage the coordination of activities with communities and local actors, Participating National Societies (PNS), and across ERUs and rapid response personnel/teams.

3. *National Society Capacity Strengthening:* Support capacity building of the host National Society, including developing skills and/or provision of training of local staff and volunteers.

4. Ensure that all team members comply with relevant Federation policies, including the Code of Conduct.

5. 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 (Role profile Requirements)

Education	Required	Preferred
Relevant university degree or equivalent qualification within a relevant field	⊙	
ERU, Ops Management, CAP, FACT, RDRT, IMPACT training or equivalent knowledge	⊙	
Federation Team Leader Training		⊙
Experience	Required	Preferred
For large scale emergencies, minimum 8 years' experience of working for the RC/RC or for another humanitarian relief organisation.	⊙	
For medium scale emergencies, minimum 4 years' experience	⊙	
Field experience within the RC/RC; minimum of 1 deployment as a team member	⊙	
Experience of managing and supporting staff	⊙	
Experience in field intervention, volunteer management, mentoring and capacity building, training project staff and working with vulnerable populations	⊙	
Knowledge & Skills	Required	Preferred
Proficient in computers (word processing, spread sheets, Power Point, internet, etc.)	⊙	

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:		