

# ROB JONES

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## EDUCATION

### MA DEVELOPMENT AND EMERGENCY PRACTICE

CENDEP, OXFORD BROOKES UNIVERSITY  
SEPT 2017 - OCT 2018  
PREDICTED DISTINCTION

- Subspecialisation: Conflict and Humanitarian Action
- Modules included programming, partnerships and project finance.
- Dissertation discussed the use of knowledge management within national NGOs in FACAS for the furtherment of localisation and organisational development

### BA FRENCH AND INTERNATIONAL BUSINESS

UNIVERSITY OF LIVERPOOL  
SEPT 2007 - JULY 2011  
UPPER SECOND CLASS (JOINT HONS)

- Erasmus year abroad in Gadeloupe, French West Indies.
- Dissertation in French language evaluated the effectiveness of the response to the 2010 Haitian earthquake.

## KEY SKILLS

Knowledge Management



Continuous Process Improvement



Auditing & Compliance



Human Resource Management



Mentoring / Capacity Strengthening



## LANGUAGES

ENGLISH (C2) ●●●●●●●●

FRENCH (C1) ●●●●●○

SPANISH (B1) ●●●○○○

MALAGASY (A2) ●●○○○○

NEPALI (A1) ●○○○○○

## PROFILE

Recent master's graduate with experience within the international development and humanitarian sectors seeking to progress within project and programme management. Highly numerate with fluency in French and success managing teams as large as 30. Passions include working in challenging environments, encouraging staff development, continuous improvement of processes and language learning.

## EMPLOYMENT

### COMMUNICATIONS & OPERATIONS OFFICER

SEED MADAGASCAR / TOLAGNARO, MADAGASCAR

AUGUST 2016 - JULY 2017

- An extremely varied role spanning communications, HR, logistics, operations, governance and compliance reporting directly to the Country Director of Operations and Programmes.
- Managed pre-departure logistics for incoming international staff, arranged supporting visa and work permit documentation, booked flights, hotels, and coordinated airport pickup.
- Maintained and updated HR systems; delivered ad hoc capacity strengthening to national staff on organisational policy
- Contributed to & created internal procedures and policy relating to grant acceptance, bribery & corruption, recruitment & selection, procurement and financial procedures.
- Ensured accurate project risk analyses, informing remote teams of any impending situations.
- Advised on an implemented an internal audit function in collaboration with KPMG within Madagascar office, supported the

### ENGAGEMENT COORDINATOR & RESPONSE TEAM LEADER

ALL HANDS VOLUNTEERS / SINDHUPALCHOK, NEPAL

SEPTEMBER 2015 - MARCH 2016

- Tracked individual giving income for the Nepal project across platforms (i.e. Wufoo, JustGiving, Classy, GlobalGiving)
- Managed volunteer journey and fundraising for over 400 volunteers from point of acceptance until project departure, including ad hoc logistical pre-departure support.
- Led weekly onboarding orientations with groups of up to 30 to give an overview of the base, organisation, and impact to date.
- Managed teams of up to 20 volunteers daily in remote locations, including safety briefings, work scheduling, and first aid provision
- Reviewed base supplies, recording required items to inform procurement from Kathmandu or internationally.

### CRISIS COMMUNICATIONS TEAM LEADER

BOSCH SAFETY AND SECURITY SYSTEMS / LIVERPOOL, UK

MARCH 2015 - SEPTEMBER 2015

- Coordinated the UK based crisis communications team on behalf of German airline Lufthansa for the 4U9525 air disaster in March 2015.
- Directly managed and scheduled a team of 30 family assistance agents, ensuring 24/7 service provision and language coverage.
- Supported my team to organise family member travel logistics, repatriation of remains, return of personal effects and payment of almost EUR 4M in preliminary compensation.
- Liaised with Lufthansa special assistant teams at the cash site, contracted forensic specialists, government agencies, travel agencies and funeral homes.

## SOFTWARE

### MICROSOFT OFFICE

Access, Excel, PowerPoint, Project, Publisher, Visio, Word

### ADOBE

Acrobat DC Pro, InDesign, Illustrator, Photoshop

### COMMUNICATIONS

SurveyMonkey, MailChimp, WordPress

### SOCIAL MEDIA MANAGEMENT & ANALYTICS

Facebook, twitter, LinkedIn, Instagram, Hootsuite

### DATA ANALYSIS

SPSS, Stata (Languages – R, SQL), NVivo, QuickBase

### FINANCIAL

SAP ERP, QuickBooks

### TRAVEL

Amadeus Booking System (read/write), SITA WorldTracer Baggage System

## CERTIFICATIONS

### BASIC & ADVANCED SECURITY IN THE FIELD

UNICEF & UNDSS 2016, 2017

### PARTNER CAPACITY ENHANCEMENT IN LOGISTICS (PARCEL)

EU ECHO, 2016

### BUILDING A BETTER RESPONSE (BBR)

Harvard Humanitarian Initiative, 2016

### FULL CLEAN UK DRIVING LICENCE

## INTERESTS



READING



HIKING



TRAVEL



GAMING



SCUBA



TRIVIA

## REFERENCES

Available on request

### ADMIN TEAM LEADER & DATA SECURITY PARTNER

BOSCH SAFETY AND SECURITY SYSTEMS / LIVERPOOL, UK  
AUGUST 2014 - MARCH 2015

- Managed and mentored teams of up to 22 associates for personal development, adherence and conduct.
- Ensured compliance with agreed contracts, liaised with operations management to ensure consistent provision of customer and quality focussed services.
- Analysed financial key performance indicators and created forecasts to inform operational decision making and workplans.
- Processed payroll weekly for 120 associates and contractors, including quarterly bonus calculation and retroactive corrections.

### COMMUNICATIONS ASSOCIATE

BOSCH SAFETY AND SECURITY SYSTEMS / LIVERPOOL, UK  
NOVEMBER 2012 - AUGUST 2014

- Worked on airline communications for this multinational business process outsourcing provider. Liaised with civil aviation authorities and debt collection agencies to resolve legal disputes. Handed and processed financial claims up to £25,000.
- Conducted daily workflow management for distribution of language specific caseloads to appropriate associates, analysed outstanding escalated claims for action.

### STREET FUNDRAISER

UNITED PURPOSE (CONCERN UNIVERSAL) / HEREFORD & CARDIFF, UK  
SEPTEMBER 2012 - NOVEMBER 2012

- Pitched regular giving to members of the public to secure long-term funding for sustainable development projects.
- Met and exceeded targets on a weekly/monthly basis, secured a top reoccurring monthly donation of £50.

### ENGLISH LANGUAGE TEACHING ASSISTANT

BRITISH COUNCIL / SEPT-ILES, QUEBEC, CANADA  
AUGUST 2011 - MARCH 2012

- Devised interactive and engaging lessons of up to 85 minutes for groups of children aged 11 to 17.
- Coordinated an optional language module framing language learning through semester-long projects including English language board game development and poster/media projects.

## VOLUNTARY

### CONFERENCE RAPPOREUR

CENDEP AND CARITAS CENTRAFRIQUE / OXFORD, UK  
JUNE 2018

- Provided note taking services, summarised roundtable discussion to all participants, co-authored conference report.

### MAPPING VOLUNTEER

HUMANITARIAN OPENSTREETMAP TEAM / ONLINE  
JUNE 2016 - PRESENT

- Base level mapping of areas affected by crisis in order to provide GIS data used to inform response and recovery efforts.