

**Paper 14. actionaid Job Description and Person Specification**

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|--|---|----------------|-------------------------|
| Job Title:                                 | Global SHEA and Safeguarding Coordinator  |                |                         |
| Directorate:                               | Secretary General Cluster   | Unit:          | SG’s Office , AAI       |
| Grade and Salary: <sup>1</sup>             | AAI GS Grade C  | Contract Type: | 9 month maternity cover |
| Location:                                  | GS Hub / AAI Operating Country  | Budget Holder: | No                      |
| Reports to: <i>(incl matrix reporting)</i> | Global Sexual Harassment Exploitation and Abuse (SHEA) and Safeguarding Lead  |                |                         |
| Direct Reports :                           | None  |                |                         |
| Matrix Reports:                            | None  |                |                         |
| Operational Remit:                         | x Global <input type="checkbox"/> Regional <input type="checkbox"/> Country Specific <input type="checkbox"/> Global Secretariat  |                |                         |
| DBS (CRB) / Police Check:                  | Yes   |                |                         |
| Job Role                                   |   |                |                         |
| Role Overview:                             | <p>The Global SHEA (Sexual Harassment Exploitation and Abuse) and Safeguarding Coordinator will help deliver ActionAid International’s SHEA and Safeguarding strategy to prevent and respond to allegations of sexual exploitation and abuse carried out by ActionAid International (AAI) employees and representatives. They will carry this out in line with the Global SHEA and Safeguarding Team’s survivor-centred and intersectional feminist approach. This includes:</p> <ul style="list-style-type: none"><li>• Working in a collaborative and confidential way to ensure that the Global SHEA and Safeguarding Team’s information and case management systems and electronic administrative systems are as complete, compliant, robust and up to date as possible;</li><li>• Manage the Global SHEA and Safeguarding Team’s internal and external reporting requirements.</li><li>• Provide strong data analysis, and embed data protection standards;</li><li>• Maintain the SHEA and Safeguarding Focal Point network, consisting of Focal Points from across the ActionAid Federation. Including: developing communications, strategies for engagement, supporting with training and awareness raising, carrying out regular inductions, overseeing Focal Point projects and activities.</li><li>• Support with the development of a formalized case management system</li><li>• Contributing to, and maintaining, the communication outputs of the Global Safeguarding Team;</li><li>• Assist with the administrative aspects and processes involved in the Global SHEA and Safeguarding Team’s work as needed;</li></ul> |                |                         |
| Areas of Responsibilities                  | Areas of Key Activities   |                |                         |

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| <b>Strategic engagement</b>                                 | <ul style="list-style-type: none"> <li>• Ensure case management data and internal and external reporting on SHEA and Safeguarding cases in the Federation is carried out appropriately, safely, and in line with data protection standards and ActionAid's survivor-centred approach</li> <li>• Maintain regular contact with SHEA and Safeguarding Focal Points in ActionAid countries and build and maintain a network for continued learning and sharing of good practice across the ActionAid Federation</li> </ul>   |
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| <b>Performance Measurement</b>                              | <ul style="list-style-type: none"> <li>• Maintain the Safeguarding case register/tracker, Safeguarding Inbox (<i>Outlook</i>), and other Safeguarding content (e.g monitoring e-learning course). Log all Safeguarding incidents in a timely manner, taking into account ActionAid International policy, data protection and Employment Law</li> <li>• Gather and analyse Safeguarding case data on an ongoing basis. Use data analysis techniques to produce outputs such as graphs and infographics for use in reporting documents for senior stakeholder and governance groups.</li> <li>• Develop and maintain a sustainable SHEA and Safeguarding Focal Point network (including designing and delivering training, inducting new Focal Points, ensuring Focal Point lists are up to date, developing a Safeguarding engagement strategy)</li> <li>• Ensure that all internal and external reporting requirements are met, working collaboratively with key internal and external stakeholders and in line with ActionAid's SHEA and Safeguarding values</li> <li>• Support with the development of a formalized case management system by working with key internal stakeholders to highlight requirements of the Safeguarding Team.</li> </ul> |
| <b>Processes</b>  | <ul style="list-style-type: none"> <li>• Produce and maintain internal communications content</li> <li>• Support delivery of training, presentation and awareness-raising activities as required</li> <li>• Ensure robust data management and security practices are in place and adhered to by team members, producing relevant guidelines for use by key stakeholders</li> <li>• Assist with stakeholder management during investigations (including coordinating case conference meetings and interviews, liaising with focal points and stakeholder panels) and practice and promote good record keeping practices</li> <li>• To undertake other duties and tasks as necessary for the efficient and effective operation of the Global Safeguarding Team (including: coordinating and minuting key Safeguarding groups/meetings, organising meetings, trainings, and other events as required and assisting with Safeguarding recruitments and coordinating inductions for new team members)</li> </ul>   |
| <b>AAI Values Practice &amp; Strategy Change Priorities</b> | <ul style="list-style-type: none"> <li>• <b>Leading Innovation and Change</b> Establish a culture of excellence in respective team that values experimentation and continuous improvement</li> <li>• <b>Feminist Leadership:</b> Championing feminist leadership principles and values including commitment to diversity and inclusion (race, gender, power)</li> <li>• <b>AAI Values Practice:</b> Ensure personal and team culture that demonstrates all of AAI values including: Mutual Respect, Equity and Justice, Integrity, Solidarity with People Living in Poverty and Exclusion, Courage of Conviction, Independence and Humility.</li> </ul>   |

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| <b>Education, Language &amp; Qualifications</b>     |                                      | <ul style="list-style-type: none"> <li>• Excellent written and oral communications skills in English.</li> </ul>   |
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| <b>Essential Knowledge, skills and Experience</b>   |                                      | <ul style="list-style-type: none"> <li>• Demonstrable experience in and commitment to Safeguarding (other related areas also of interest e.g protection, VAWG and GBV, gender justice) including experience designing and delivering training</li> <li>• Ability to work with highly sensitive material in a confidential way; ability to show empathy for the challenges survivors face in reporting Safeguarding concerns and the pressures Safeguarding investigations place on all stakeholders, including those accused of misconduct.</li> <li>• Excellent self-awareness and understanding of the need for self-care</li> <li>• Able to uphold ActionAid's values, including commitment to Feminist leadership and a Human Rights Based Approach</li> <li>• Good interpersonal skills with the ability to communicate, negotiate and influence at all levels, taking into account cultural and language difficulties.</li> <li>• High degree of organisational ability, working well to deadlines. Ability to work under pressure and willingness to work flexible hours in the event of emergencies.</li> <li>• Ability to maintain and support a network within an organisation.</li> <li>• Experience developing internal communications to build capacity and enhance networks</li> <li>• Experience of project management, managing short-long term processes or projects</li> <li>• Excellent experience of presenting complex information in a succinct and compelling manner</li> <li>• Strong IT skills</li> <li>• Excellent written and spoken English</li> </ul> |
| <b>Desirable Knowledge, Skills &amp; Experience</b> |                                      | <ul style="list-style-type: none"> <li>• Good understanding and experience of working within the humanitarian and / or development context.</li> <li>• Portuguese, French, Spanish or Arabic as an additional language would be an advantage</li> <li>• Preferably a Master or Bachelor degree in Human Rights, GBV or Sexual Violence, Social Work, Child Protection or relevant field</li> </ul>   |
| Competency Profile                                  |                                      |  |
| Leading Organisation                                | Strategic Perspective                | Demonstrate alignment of the Organization's strategic priorities and goals.  |
|   | Change Management                    | Uses effective strategies to facilitate organisation change initiatives and overcome resistance to change by involving others, listening and building commitment.  |
|   | Decisiveness and Agility             | Prefers quick and appropriate actions in many management situations, able to adapt and respond to fast changing eco system/environment   |
| Leading Others                                      |                                      |  |
|   | Building Collaborative Relationships | Builds productive working relationships with co-workers and external parties, whilst valuing diversity (gender, race, culture).  |

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|                     | <b>Communication</b>                        | Expresses ideas clearly and concisely; disseminates information about decisions and plans proactively.                   |
| <b>Leading Self</b> | <b>Leading with Purpose and Credibility</b> | Acts in accordance with stated values; has strong commitment to develop, promote and practice AAI's values               |
|                     | <b>Innovation and Taking Initiative</b>     | Takes charge and proactively seeks new ideas, experiments with new processes/practices that capitalizes on opportunities |