

# act:onaid Job Description and Person Specification

<b>Job Title:</b>	Global SHEA and Safeguarding Coordinator		
<b>Job Family:</b>			
<b>Directorate/Cluster:</b>	People, Finance and Operations	<b>Unit/Team:</b>	Risk and Compliance Unit
<b>Grade and Salary:</b>	AAI GS Grade B/C	<b>Contract Type:</b>	<i>Permanent</i>
<b>Location:</b>	GS Hub / AAI Operating Country	<b>Budget Holder:</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Reports to: (incl matrix reporting)</b>	Global Sexual Harassment Exploitation and Abuse (SHEA) and Safeguarding Lead		
<b>Direct Reports :</b>	None		
<b>Matrix Reports:</b>	None		
<b>DBS (CRB) / Police Check:</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
<b>Role Overview:</b>	<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, in line with ActionAid Donor Reporting Standard Operating Procedure;</li> <li>• Provide strong data analysis, and embed data protection standards;</li> <li>• Develop and 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;</li> <li>• Support with the development of a formalized and digitally transformed case management system;</li> <li>• Project Manage key components of the AAI SHEA and Safeguarding Strategy</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	Key Activities
<p><b>Strategic Impact and contribution</b></p>	<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> <li>• Project manage the SHEA and Safeguarding strategy: monitor the progress of the objectives, ensure actions are taken in line with an agreed timeframe, provide regular updates and status reports to the Global SHEA and Safeguarding Lead;</li> </ul>
<p><b>System, Policies and Procedures and Product Management</b></p>	<ul style="list-style-type: none"> <li>• Maintain the Safeguarding case register/tracker, Safeguarding Inbox (<i>Outlook</i>), and other Safeguarding content. Log all Safeguarding incidents in a timely manner, taking into account Action Aid International policy, Global SHEA &amp; Safeguarding Incident Management Standard Operating Procedures, 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;</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>• Project Manage the SHEA and Safeguarding strategy so that it is delivered in a timely and efficient way: mapping plan and timeframe, coordinating stakeholders, preparing regular reports and updates;</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> <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</li> </ul>

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	Safeguarding recruitments and coordinating inductions for new team members).
<b>Issue Resolutions, Crisis/Risk Management</b>	<ul style="list-style-type: none"> <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> <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> </ul>
<b>Communications , Influencing and Coordination</b>	<ul style="list-style-type: none"> <li>• Contributing to, and maintaining, the communication outputs of the Global Safeguarding Team;</li> <li>• Produce and maintain internal communications content</li> </ul>
<b>Delivery on strategic/ functional priorities (Directorate/Cluster-specific - maximum 5 KPIs)</b>	% trained staff on safeguarding vs total number of staff (AAI e-learning or other approved training course)
	% trained focal points vs total number of the staff (Index : 1 trained focal person per 25 staff)
	% of annual operation budget is dedicated for SHEA & Safeguarding Objectives
	Availability of complaints and reporting mechanisms in country to support survivors and/ or complainants to raise complaints in a confidential manner?

## PERSON SPECIFICATIONS

<b>Education and Qualifications</b>	Excellent written and oral communications skills in English.
<b>Essential Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience in and commitment to Safeguarding, protection, VAWG and GBV, gender justice and commitment to ActionAid’s Feminist Principles.</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</li> </ul>

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	<p>concerns and the pressures Safeguarding investigations place on all stakeholders, including those accused of misconduct.</p> <ul style="list-style-type: none"> <li>• Experience in working on case management administration and coordinator for safeguarding, GBV or child protection include case management systems development.</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 grow a network within an organisation.</li> </ul>
<b>Essential Knowledge</b>	<ul style="list-style-type: none"> <li>• Good understanding and experience of working on SHEA &amp; Safeguarding within the humanitarian and / or development context.</li> <li>• Preferably a Master or Bachelor degree in Human Rights, GBV or Sexual Violence, Social Work, Child Protection or relevant field</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <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>• Skills in graphic design are desirable.</li> </ul>
<b>Language requirements</b>	<ul style="list-style-type: none"> <li>• Portuguese, French, Spanish or Arabic as an additional language would be an advantage</li> <li>• Excellent written and spoken English.</li> </ul>

People Management Responsibility		
<b>Approximate number of people managed in total</b>		
<b>1- Team members</b>	Individual contributor, no direct responsibility for leading others.	No
<b>1.5</b>	Act as mentor in a team and /or coordinating a team	Yes
<b>2- Team Leader</b>	Coaches team members (at least three) in skills; leads, schedules, allocates and monitors work	Yes
<b>2.5</b>	Responsible for one team with its own and has another team reporting directly	No
<b>3- Team managers:</b>	Directs more than one team;	No

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	The positions direct multiple teams, each of which has a team leader in charge; determines team structure and roles of members	No
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This Job Description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.

It is part of every staff member's responsibility to contribute to ActionAid International culture and comply with organisation's values and practice, which are:

- **Leading Innovation and Change** Establish a culture of excellence in respective team that values experimentation and continuous improvement
- **Feminist Leadership:** Championing feminist leadership principles and values including commitment to diversity and inclusion (race, gender, power)
- **AAI Values Practice:** 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

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Date: 23 March 2023

Reviewed by:

Signature

Date:

Received by:

Signature

Date:

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Mercer Job Evaluation

	Position Title		
	Incumbent		
<b>Factors</b>		Degree	Points
Impact	Size		
	Impact		
	Contribution Level		
Communication	Communication		
	Frame		
Innovation	Innovation		
	Complexity		
Knowledge	Knowledge		
	Teams		
	Breadth		
Risk (Optional)	Risk		
	Environment		
TOTAL POINTS			
POSITION CLASS			