

act:onaïd Job Description and Person Specification

Job Title:	Child Sponsorship Operations Officer		
Directorate/Cluster:	Resource Mobilisation and Innovation	Unit/Team:	Fundraising
Grade and Salary:	C	Contract Type:	12 months Fixed Term
Location:	GS Hub Offices	Budget Holder:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Reports to: <i>(incl matrix reporting)</i>	Child Sponsorship & Individual Giving Advisor		
Direct Reports :	None		
Matrix Reports:	None		
Operational Remit:	Global <input checked="" type="checkbox"/> Regional <input type="checkbox"/> Country Specific <input type="checkbox"/> Global Secretariat <input type="checkbox"/>		
DBS (CRB) / Police Check:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Job Role			
Role Overview:	<p>Works with the Child Sponsorship and Individual Giving Advisor and Individual Giving Lead to support the global Child Sponsorship (CS) community through a critical period of CS modernisation transition. The role will support countries to maintain quality whilst at the same time introduce innovation and new working practices.</p> <p>This role will work closely with the CS and Individual Giving Advisor, CS Impact and Accountability Advisor and Individual Giving Lead to support the changes in communications, business processes and geographical presence of CS implementation</p>		
Areas of Responsibilities	Key Activities		
AAI Values Practice & Strategy Change Priorities	<ul style="list-style-type: none"> • 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 		

Delivery on Strategic Priorities	<p>Support the development of the CS projects by providing input as a subject matter expert and facilitate the implementing and funding countries in adopting the project related changes.</p> <ul style="list-style-type: none"> • Support countries and markets in adopting the CMR changes. Work closely with the NK and Reporting and Analysis Team to provide operational support to the countries to manage the CMR changes. • Support the development of the new CS system i.e. sprint testing and feedback, support development of revised business process guidelines, coordinating and collating information from CPs and FAs on business process requirements, support training and roll out of the new system and business requirements etc.
	<p>Support the effective performance management of countries concerning fundraising performance and compliance with current policies, guidelines and best practices to maintain and maximise income and ensure delivery against highest standards of sponsorship and supporter care.</p> <ul style="list-style-type: none"> • Provide oversight to enhanced support to high priority countries with chronic performance issues in consultation with Senior Management staff across the federation.
	<p>Support the effective performance management of sponsorship by providing regular management reports, sharing information with key stakeholders, following appropriate escalation processes and designing and implementing measures to maintain good performance and to effectively improve performance below standard.</p> <ul style="list-style-type: none"> • Guide and lead the NK Team to ensure on-going monitoring to high support countries. Lead the coordination with markets and countries on actions and next steps. • Develop a new performance monitoring process to align with the new CS system and revised ways of working.
	<p>Support organisational planning, monitoring and evaluation processes as they relate to sponsorship & supporter care.</p> <ul style="list-style-type: none"> • Ensure countries comply with the required policies and guidelines. Ensure countries receive the required support to manage non-compliance. • Work with the Reporting and Analysis team to coordinate information from countries and markets for annual profile allocations. • Manage and update the CS SharePoint site and promote a culture of learning and sharing amongst the Global CS Community through SharePoint and social media channels.

Education, Language & Qualifications		<ul style="list-style-type: none"> Educated to a degree level (Desirable) English Language Proficiency
Essential Knowledge, skills and Experience		<ul style="list-style-type: none"> At least 3 years working experience of sponsorship either in a country programme or fundraising market. Knowledge of current fundraising policies, guidelines and best practices Solid planning, organising and facilitation skills Excellent problem-solving and analytical skills Experience in providing support and training Willingness to travel Excellent communication skills, both verbal and written, with fluency in English Proven track record of ability to work independently and remotely Ability to work in a multicultural context/environment, engage in social justice activism/advocacy and demonstrate innovative practices
Desirable Knowledge, skills and Experience		<ul style="list-style-type: none"> Experience of broader fundraising techniques including individual giving
Competency Profile		
Leading Organisation	Strategic Perspective	Demonstrate alignment of the Organisation'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	Leading Teams	Attracts, motivates, and develops high performing teams.
	Building Collaborative Relationships	Builds productive working relationships with co-workers and external parties, whilst valuing diversity (gender, race, culture).
	Communication	Expresses ideas clearly and concisely; disseminates information about decisions and plans proactively.
Leading Self	Leading with Purpose and Credibility	Acts in accordance with stated values; has strong commitment to develop, promote and practice AAI's values
	Innovation and Taking Initiative	Takes charge and proactively seeks new ideas, experiments with new processes/practices that capitalizes on opportunities