

act:onaid Job Description and Person Specification

Job Title:	SHEA and Safeguarding Manager		
Job Family:	Manager		
Directorate/Cluster:	People Finance and Operations - PFO	Unit/Team:	Strategy, Performance and Risk
Grade and Salary:	Grade E	Contract Type:	Permanent
Location:	GS Hubs or Country Offices that has a hosting agreement with the GS.	Budget Holder:	No
Reports to: (incl matrix reporting)	Head of Strategy, Performance and Risk		
Direct Reports:	SHEA and Safeguarding Officer Global SHEA and Safeguarding Coordinator		
Matrix Reports:	No		
DBS (CRB) / Police Check:	Yes		
This role require travel	Yes, up to 30%		
Role Overview:	<p>Reporting to the Head of Strategy, Performance, and Risk, the SHEA and Safeguarding Manager is pivotal in strengthening the Federation's commitment to SHEA & safeguarding Policies (SHEA at Work, PSEA, Child Safeguarding, SHEA & Safeguarding Overarching Policy).</p> <p>This role is responsible for developing, implementing, and overseeing comprehensive strategies, systems, and procedures aligned with all SHEA and safeguarding policies (SHEA at Work, PSEA, Child Safeguarding, and the SHEA & Safeguarding Overarching Policy) to protect all staff, rights holders, beneficiaries, partners, and other stakeholders with whom we engage.</p> <p>Serving as a senior advisor, the Manager delivers strategic leadership, expert guidance, and advice to teams and country offices, driving the integration of SHEA and safeguarding principles into all operations and programs. This includes embedding the core principles of key policies (SHEA at Work, PSEA, Child Safeguarding, and the SHEA & Safeguarding Overarching Policy) to cultivate a culture of accountability, reinforce compliance, and ensure consistent implementation across the Federation.</p>		
Areas of Responsibilities	Key Activities		
Strategic Impact and contribution	<ul style="list-style-type: none"> • Develop and implement a comprehensive SHEA and safeguarding strategy that aligns with the Federation's values, objectives, and commitment to a feminist and survivor-centered approach. • Contribute to federation-wide strategic annual planning processes to embed and oversee SHEA and safeguarding as a core organizational priority, ensuring integration across all campaigns, activities, and humanitarian responses. • Monitor and evaluate the impact and performance of SHEA & safeguarding initiatives and strategies, making recommendations for continuous improvement. 		

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<p>System, Policies and Procedures and Product Management</p>	<ul style="list-style-type: none"> • Establish and maintain effective safeguarding policies and procedures (SHEA at Work, PSEA, Child Safeguarding, SHEA & Safeguarding Overarching Policy), ensuring compliance with international standards and best practices. • Conduct regular reviews and updates of safeguarding documents and training materials to address emerging issues and changes. • Deliver training and capacity-building for staff at all levels on SHEA and safeguarding policies and procedures (SHEA at Work, PSEA, Child Safeguarding, SHEA & Safeguarding Overarching Policy), while also overseeing, developing, and supporting a network of SHEA and Safeguarding focal points. • Oversee the development and dissemination of safeguarding resources, tools, and materials to support implementation at the global and country level. • Ensure that safeguarding measures are integrated into program design, implementation, and monitoring processes. • Propose and implement innovative, survivor-centered, and feminist approaches to SHEA and safeguarding prevention, integrating, and applying the organizational risk management framework and best practices. • Contribute to the development of the internal control framework and work processes related to SHEA and safeguarding by identifying risk areas and recommending control activities and best practices in alignment with the Enterprise Risk Management (ERM) framework and policies.
<p>Issue Resolutions, Crisis/Risk Management</p>	<ul style="list-style-type: none"> • Assume the role of global risk owner for SHEA and Safeguarding across the Federation, overseeing and conducting risk assessments and evaluations, preparing analysis and reports for the Risk and Internal Audit (RIAC) Committee, and ensuring compliance with audit and certification requirements as needed. • Assess risks related to SHEA and safeguarding in various contexts and provide recommendations for risk mitigation. • Develop and implement crisis management protocols related to SHEA and safeguarding issues, ensuring that response plans are in place and regularly tested. • Support the provision of both external and internal information for the country risk ranking protocol to align country support and work prioritization, while recommending more robust indicators for the protocol. • Support countries in overcoming and resolving annual assurance findings, external audit recommendations, and regulatory compliance issues while ensuring accountability. • Oversee SHEA and Safeguarding incident investigations, ensuring a safe, survivor-centered, and feminist approach to case management.
<p>Communications, Influencing and Coordination</p>	<ul style="list-style-type: none"> • Act as the primary point of contact for safeguarding-related inquiries, coordinating responses internally for relevant stakeholders, especially external accountability platforms and donors. • Advocate for ActionAid safeguarding and SHEA initiatives within the Federation and with external partners, fostering a culture of accountability. • Collaborate with regional and country teams to ensure effective communication and coordination of safeguarding efforts across the Federation.

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<p>People Management</p>	<ul style="list-style-type: none"> • Develop Terms of Reference (ToR) and Job Descriptions (JDs) for consultants or part-time/full-time staff supporting the SHEA and Safeguarding team and related work processes as needed. • Ensure adherence to and delivery of AAI Talent Management for the respective Directorate/Unit/Team, encompassing recruitment, selection, retention, development, and succession planning. • Conduct probation and performance management in accordance with HR timelines to maintain a high-performing staff and facilitate constructive feedback to enhance team performance and individual growth. • Contribute functionally and generally to the senior leadership team with a comprehensive perspective of the entire GS and Federation. • Encourage collaboration and foster a team culture across different functions and levels within the organization, that values collaboration both internally and cross-functionally, while partnering effectively with countries.
<p>Other delivery on strategic/ functional priorities (Directorate-specific - maximum 5 KPIs)</p>	<ul style="list-style-type: none"> • Contribute to the Federation's overall strategic priorities by integrating safeguarding into all areas of work, including fundraising, program development, campaigns, and humanitarian responses. • Participate in relevant networks, forums, and working groups to share best practices and contribute to the global safeguarding agenda. • Execute the strategic annual planning objectives established and agreed upon by the Head of Strategy, Performance, and Risk, ensuring alignment with organizational priorities. Drive progress towards key milestones, monitor outcomes achievements, and adapt initiatives as needed to achieve effective results.
<p>Education and Qualifications</p>	<ul style="list-style-type: none"> • Master's degree in social work, international development, human rights, or a related field.
<p>Essential Experience</p>	<ul style="list-style-type: none"> • Professional level: 5 years- 7 years' experience in safeguarding, SHEA prevention, or a related field, preferably in an international or humanitarian context. • Demonstrable leadership, communication, and influencing skills, with a proven ability to drive innovation and change in a constantly evolving environment. Candidates should provide examples of when they have successfully applied these skills. • Extensive experience in designing and delivering impactful training programs in SHEA and safeguarding, including creating tailored content, utilizing diverse training methodologies, and engaging participants at all levels to enhance learning and practical application. • Strong analytical skills with the ability to monitor and evaluate SHEA and safeguarding mechanisms and information effectively. • Proven track record of driving results and managing complex change initiatives, with experience in developing effective change management tools and processes. • Advanced understanding of country operations, with the capability to connect local practices to global processes. • Proven experience in assessing and analyzing risks, as well as evaluating the emotional, psychological, and developmental needs of staff members.
<p>Essential knowledge</p>	<ul style="list-style-type: none"> • Strong understanding of SHEA & safeguarding policies, legal frameworks, and best practices. • Proven ability to collaborate across diverse teams, agendas, and perspectives, integrating inputs into a coherent plan of action while effectively following through on the implementation of initiatives and problem-solving issues.
<p>Essential skills</p>	<ul style="list-style-type: none"> • Strong interpersonal skills with the ability to communicate, negotiate, and influence effectively at all levels, demonstrating flexibility and active listening to build trust. • Highly collaborative, flexible, and active listener, with strong abilities to prioritize and manage work in a fast-paced environment. Excels at working effectively both independently and as part of a team. • Skilled in coaching and adapting approaches to address cultural and language differences, fostering inclusive and supportive interactions across diverse teams. • Skilled in delivering measurable objectives and key results, including in cross-functional and matrix settings.
<p>Language requirements</p>	<ul style="list-style-type: none"> • Proficiency in English is essential. • Knowledge or Proficiency in another language will be an asset.

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

This Job Description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively by 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 the organization's values and code of conduct. Staff are also committed to:

- **Leading Innovation and Change** Establish a culture of excellence in respective teams 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
- **Promoting a healthy and safe working environment:** ActionAid is committed to promoting SHEA and Safeguarding policies and values and has a **zero-tolerance** policy for any form of sexual exploitation and abuse to create a safe working environment for the staff.