



VACANCY NOTICE

Operations Associate - Europe

About the Centre of Competence on Humanitarian Negotiation

The [Centre of Competence on Humanitarian Negotiation](#) is a joint initiative of the International Committee of the Red Cross (ICRC), Médecins sans Frontières (MSF) Switzerland, the United Nations High Commissioner for Refugees (UNHCR) and the World Food Programme (WFP).

Our aim is to facilitate the capture, analysis, and sharing of experiences and practices around humanitarian negotiation and to provide a space for dialogue across humanitarian organisations. At the core of our activities is the CCHN community of practice, a global community of humanitarian negotiators working at the frontlines of humanitarian action.

The CCHN is administratively hosted by the ICRC and is based in Geneva, Switzerland.

Purpose of the position

The Operations Associate supports the CCHN engagement with humanitarian professionals in the Europe region. The main purpose of this position is to provide administrative and operational support for the successful implementation of online and onsite skills-development workshops on humanitarian negotiation and other activities, build the capacity of CCHN community members in using digital exchange platforms, provide technical and logistical support for the organisation of online workshops, as well as to assist in the deployment and management of CCHN digital platforms among frontline negotiators in the region. The Associate carries out desk and literature research, including by conducting online interviews and drafting analytical reports.

Please note: this is a paid trainee position, as per ICRC policy. The contract duration is of 12 months (non-renewable) **starting in September 2023**. The position is based in Geneva, Switzerland.

Responsibilities

The Operations Associate reports to the Operations Manager in charge of the relevant region. The main responsibilities of the position include:

Event management and support

- Contribute to the design and implementation of online skills-development workshops and other activities for humanitarian professionals on a combination of online platforms;
- Provide technical and logistical support for the organisation of online workshops and other activities in the region, including by ensuring a smooth user experience;
- Advise on ways to improve the accessibility of the CCHN digital platform and its online events for all participants;
- Assist in the organisation of online and onsite workshops, in close collaboration with the Operations Manager, the Communication and Support teams;
- Support the Communication team by publishing upcoming planned events on the CCHN website and other relevant platforms;
- Translate correspondence, content and workshop material (such as PowerPoint slides);
- Depending on the capacity, interpret during informal CCHN events;
- Support the organisation of onsite events with various logistics and administration tasks;
- Upon request, provide ad hoc support to other activities of the Operations team.

Community engagement and management

- Maintain contact and engage with the CCHN's community of frontline negotiators;
- Participate in and organise community events (such as online sessions, community meetings etc.);
- Support the Operations Manager in screening, prioritising and following up on participants' applications to take part in CCHN activities;
- Support workshop participants before, during and after the event;
- Actively engage with humanitarian professionals on the CCHN's digital communication platforms to motivate and stimulate their participation in events and discussions;
- Update community members and workshop participants' contact details in internal databases.

Support to operational research in coordination with the Operations Manager

- Identify relevant literature or other content on humanitarian negotiation practices in the region;
- Carry out literature reviews for operational research;
- Arrange interviews with humanitarian practitioners, note-taking and reporting; upon request, carry out interviews;
- Draft analytical reports and background papers.

Background and experience

- University degree in Political Sciences, International Relations or equivalent;
- Excellent command of English and French. Russian/Ukrainian language skills are an asset;
- Experience in project, information and event management;
- Excellent communication skills (including writing and editing);
- Excellent organisational skills and attention to detail;
- Proficient computer skills and familiarity with online communication platforms (e.g. Zoom. Some experience with WordPress is desirable). Capacity to deal with evolving technology as well as with constraints on digital access in some humanitarian contexts;
- Experience in planning, organisation, and data-management software;
- Strong capacity to adapt to new demands and changing environments;
- Sensitivity to the political and cultural dimensions of frontline negotiation activities;
- Ability to work in an autonomous manner in a professional team, including under tight deadlines;
- Capacity to coordinate multiple tasks simultaneously.

Applications

Please fill in [this online form](#) by **21 May 2023**. Applications sent by email will not be considered.