

Terms of Reference

Consultancy title: *CHS Exchange - Online Conference Manager*

Reports to: *Director of Communications & Membership*

Consultancy Purpose/objectives: *To support the CHS Alliance in the organisation of the CHS Exchange Online Conference, ensuring implementation of the workplan and coordination of key stakeholders.*

Background:

The Core Humanitarian Standard on Quality and Accountability (CHS) was launched in late 2014. It was a collaborative effort made by the sector for the sector to address the issue of quality and accountability in aid work by providing a clear and measurable standard to make aid work better for people.

Since 2018, CHS Alliance has organized the CHS Exchange, to bring members and partners together to discuss the progress that applying the CHS has made and what more needs to be done to drive change for the people we serve. In 2020, the CHS Exchange was moved online to account for limitations created by the COVID-19 pandemic. The virtual event was based on interactive online discussion, group learning, and enabling participants to share their experiences and insights with one another.

The 2021 CHS Exchange will be online and is being built on discussions that took place [online in 2020](#), in London in November 2018, Amman in July 2019 and Bangkok November 2019. The 2021 CHS Exchange will take place on the [Hopin Platform](#).

Approach / Methodology:

The consultant will be expected to be available for approximately 30 Days from now (ASAP) until and including the CHS Exchange (28-30 September 2021). Possibility of extension of days if required. This figure is estimated as an average of 2 days per week.

The consultant will have the following responsibilities:

1. Overall Coordination
 - a. Ensure the implementation of the workplan according to the established timeframe
 - b. Keep the Director of Communications & Memberships informed of any delays and suggest modifications to the workplan as necessary.
 - c. Organize regular coordination meetings with CHS Secretariat Staff to keep track of the workplan.
2. Main Stage Events:
 - a. Lead the development of plenary events to take place on the main virtual “stage” (i.e. Opening/Closing Events + Keynote Thematic Events)
 - b. Facilitate the final selection of main stage events
 - c. Identify secretariat leads for each session, and work with them on planning/scheduling the event and defining the detailed agenda.

- d. Reach out to possible keynote speakers and secure their participation
3. Session Events:
 - a. Support the development of sessions, proposing structures and following up with the teams responsible to bringing them to fruition.
 - b. Organize coordination meetings with Thematic Focal Points (i.e. Organisational Culture, Investigations, PSEAH, People Management)
 - c. Ensure consistency of format between thematic sessions and with the broader Conference Theme.
 - d. Facilitate selection of sessions and finalize the conference schedule
4. Administration
 - a. Liaise with IT support services to ensure that have all the information necessary to populate the online platform (i.e. schedules, presentations, names of sessions/speakers, etc.)
 - b. Liaise with IT support services to ensure they are on track with the session planning (e.g. onboarding of speakers).
 - c. Liaise with IT support services to establish accessibility requirements (based on needs expressed during registration)
5. CHS Exchange
 - a. Act as a go-between/facilitator between CHS Alliance Staff & IT Support Services for last minute issues.

Person specifications

- Required:
 - o Demonstrated experience in conference/event management (online strongly preferred)
 - o Excellent organisational / communication skills
 - o Tech Savviness: The candidate does not need any formal qualifications, but must feel comfortable in an online office environment (e.g. Office 365, MS Teams, Zoom, Hopin)
- Desired:
 - o Knowledge of the humanitarian sector
 - o Knowledge of the CHS
 - o Demonstrated experience in online conference management
 - o Flexibility in availability (i.e. some weeks may require more than two days, while some weeks may require no follow-up)

All consultants need to abide by the CHS Alliance Code of conduct, safeguarding policy and data protection policy¹.

¹ These policies will be shared for signature with the successful candidate only.