Project Officer for the
Investigator Qualification Training Scheme (IQTS)

Job description

Reports to: Training Lead
Direct reports: none
Location: London
Contract type: 6 month fixed term initially (Sep 2022 – Feb 2023) with anticipation of extension depending on donor funding
Salary: London: GBP 27'987-31'985

Background and job purpose:
The CHS Alliance is an alliance of more than 150 organisations committing to the implementation of the Core Humanitarian Standard on Quality and Accountability (CHS) which sets out the essential elements for principled humanitarian aid.

The CHS Alliance training programme covers key topics in relation to the CHS, of which Prevention of Sexual Exploitation, Abuse and Harassment by humanitarian workers and investigation thereof. In the second half of 2022, the CHS Alliance, in collaboration with Humentum and with funding from the UK government Foreign and Commonwealth Development Office, will be launching a 4-tiers, certification-based training scheme to build professional skills in SEAH Investigation and establish a professional standard and career progression for investigators.

As part of this launch, the CHS Alliance is looking for a Project Officer to daily run the IQTS programme. As a member of the Training team, the successful candidate will play a key role in two areas: clients services, and training events logistic. The Project Officer will also be working with the Programme, Support Services and Communication teams, as well as, externally contracted facilitators. The role is key in contributing to delivering the IQTS Training Programme with success.

The ideal candidate will have experience in customer services and/or events management, preferably related to, but not restricted to, training. A plus will be if the candidate has had experience working with various countries, including global South, as well as on remote events. The candidate is expected to have excellent inter-personal skills and be motivated to learn about the CHS Alliance work on Quality and Accountability, and particularly, the IQTS learning programme.

Main responsibilities:

Training event logistics

- For remote events, prepare the learning platform and Zoom links; send corresponding information to participants and facilitators; book the presence of a remote assistant;
- For in-person events, liaise with local organisations, identify venue, ensure relevant preparation of the venue and availability of training material for facilitators and participants;
- Build-up the facilitation team from the pool of existing trainers; prepare terms of reference; send relevant training facilitation material, zoom links or venue details;
• Organise travel and accommodation for facilitators if the event is in-person;
• Prepare and get approval for events related budgets, expenditures and purchase

Liaison with stakeholders

• Provide information to interested participants
• Monitor, verify and approve registrations to training events; ensure daily correspondence with participants as required before, during and after training events.
• Provide information to, and follow-up with organisations wishing to register groups of participants.
• For each event, verify trainers availability, prepare Terms of References and contracts
• Ensure trainers have facilitation material
• Prepare, and where necessary attend, pre-workshop briefings
• Be available to support trainers as necessary during the events

External examination platform administration

• Ensure qualifying participants have access to the external examination platform.
• Verify examination status on a periodic basis.

Training quality management

• Create, share and collect post-training satisfaction surveys and organise debriefing meeting with facilitators and Training team.
• Together with the Programme and Training teams, contribute to planning of IQTS related events
• Conduct surveys on the impact of the IQTS

Communication and marketing

• Contribute to the marketing of the IQTS: maintaining the website related training pages, contribute to newsletter and social media content and other reports.

Key Contacts:

Internal: Training team, Programmes team, in particular PSEA Manager; Support Services team.
External: training applicants, consultant facilitators, training graduates, workshop host agencies/networks.

Person Specification

Competencies

• Delivering Results: Dynamic and able to bring opportunities together to deliver results.
• Inclusive: Demonstrating understanding of gender, diversity and inclusion.
• Creative thinking: Curious about alternative or unconventional ideas/solutions.
• Communicating: Ability to respectfully listen to and respond to queries, adapting to culture and context of interlocutor, both orally and in writing.
• Cultural Sensitivity: Adaptable and sensitive to work in different cultural contexts.
• Time Management: Proven ability to prioritise and plan effectively, working in a structured manner and to deadlines.
- Living CHS Alliance values: committing to work as a team, act with integrity, aim for excellence, respect, and care for each other and think creatively.

<table>
<thead>
<tr>
<th>Essential Qualifications</th>
<th>Bachelor’s degree or equivalent</th>
</tr>
</thead>
</table>
| Experience & Knowledge   | At least three years of proven experience in project and/or event management or customer services  
|                          | General interest for the non-profit sector |
| Skills & Competencies    | Customer-oriented approach  
|                          | Excellent skills with in MS Office and Zoom, generally comfortable with IT  
|                          | Excellent written and verbal communication skills, as well as interpersonal skills  
|                          | Team player with capacity to work autonomously |
| Desirable Experience & Knowledge | Experience in a multi-cultural context  
|                          | Experience with training events |
| Desirable Skills & Competencies | Previous experience of working with Learning Platforms |
| Languages                | Excellent English, both oral and written  
|                          | Capacity to handle written and oral communication in at least one other language from French, Spanish or Arabic |
| Behaviour                | Proven integrity - upholding and promoting the highest standards of ethical and professional conduct and abiding by the CHS Alliance Code of Conduct. Commitment to the CHS Alliance values, vision and mission |

Draft at 25 July 2022

Date:

Signature: