

Terms of Reference

Title	Emergency Operations Manager
Type	Full time (minimum 36.5 hours a week).
Location	London - collocated at DAI office – with frequent travel in Sub-Saharan Africa
Responsible to	DAI-TDDAP Leader
Matrix Managed (employer)	Associate Director, The Operations Partnership
Key Relationships	Internally: other ERM team members (Health Advisor, Grants Manager, and Grants Coordinator), Country Coordinators and other DAI and DAI-TDDAP team members and consortium members. Externally: working relationships with key partners, WHO, MoH and other INGOs
The Operations Partnership (OP)	<p>Founded in January 2016 the Operations Partnership Ltd (Reg: 9935254) is a UK based international consultancy business that provides experts and consulting services for the development and humanitarian sector in Organizational Development, Organizational Resilience, Operations Management and Emergency/Humanitarian Response. We have a particular focus on providing support and advice for development and humanitarian organizations to help them develop organizational strategy and support them in making their business functions as efficient and effective as possible to ensure timely delivery of services.</p> <p>The Operations Partnership has been working with DAI in the design and delivery of the inception phase of the DAI-led component of the DFID Tackling Deadly Diseases in Africa (TDDAP) program.</p>
About the programme	<p>Funded by DFID, the Tackling Deadly Diseases in Africa Programme (TDDAP) aims to save lives and reduce the impact of disease outbreaks and epidemics.</p> <p>The programme addresses weak public health services, surveillance, cross-border coordination, communication, behaviours and infrastructure affecting the spread of disease. Delivered by World Health Organisation Africa Regional Office (WHO AFRO), DAI and a third-party monitoring supplier, TDDAP will strengthen health systems and institutions, including the WHO AFRO, to deliver better health security, and improve disease preparedness and response.</p> <p>DAI Global Health is responsible for implementing the four-year the TDDAP DAI-led component, a segment of the larger programme, funded by the UK Department for International Development, in six countries (Cameroon, Uganda, Côte D’Ivoire, Niger, Mali, Chad). The TDDAP DAI-led component Project will also provide an emergency response contingency mechanism should a pre-crisis situation arise across sub-Saharan Africa.</p> <p>The DAI-led TDDAP component will support country leadership and accountability for integrated health security planning using infectious diseases as an entry point for improved adherence to International Health Regulation standards. Specifically, DAI and partners will provide technical assistance to the four of the five TDDAP Outputs:</p> <ul style="list-style-type: none"> • <i>Output 1 – WHO AFRO Reform – No DAI engagement</i> • Output 2 – IHR Capacities: Ensure policy and plans, capabilities and capacities, and accountabilities for delivery are established at the national, district, sub-district and community level; and support harmonisation across other cooperating agencies in support of country strategy; • Output 3 – Governance and Accountability: Strengthen civil society networks and governments to use data for better accountability; • Output 4 – Data, surveillance and evidence: Contribute to strengthening data and surveillance systems including at community level



	<ul style="list-style-type: none">• Output 5 – Rapid Response: Provision of an emergency response contingency mechanism in a situation of pre-crisis <p>Core partners include ICI-Santé, Liverpool School of Tropical Medicine, and Fondation Mérieux in addition to resource partners, Institute of Development Studies, EHealth Nigeria, and DAI Global Health affiliate IntraHealth as well as the Operations Partnership and UK Med.</p>
Scope of work	<p>The Operations Partnership is supporting DAI to provide an Emergency Operations Manager to be accountable for operational delivery of Output 5 as part of a dedicated ERM team in UK (London) managing ERM funds for the TDDAP program. The Emergency Operations Manager will lead on the overall partner management with technical support of the Health Advisor. The Grants Manager and Grants coordinator will ensure compliance with the overall ERM protocol including supporting the grant processes, awards, donor reporting and grant administration for the ERM as well as ensuring overall accountability with DFID's contract terms and conditions.</p> <p>The Emergency Response Mechanism (ERM) team will collectively undertake and support information gathering of alerts and develop response recommendations for the approval. It will also trigger release of funding grants where appropriate, and as per agreed ERM protocols for identified in-country partner agencies/organisations (both national and international). The ERM activities will mitigate against the escalation of a potential or actual pre-crisis to that of a crisis outbreak scenario. Funding support for activities under ERM by partners will be within the spectrum of assessment, investigation to control measures activities and will aim to develop the capability and capacity of identified partners, thus ensuring greater preparedness planning and management of any current identified or future outbreak alerts. The ERM team report further into an agreed ERM Committee, whereby the final decisions and approval for the release of ERM funds are made by DFID and Epi-Threats (which is a technical advisory group that convenes on a regular basis with DFID).</p>
Job Purpose	<p>The Emergency Operations Manager will provide oversight to the ERM operational activities with partners associated with Output 5. They will be responsible for the provision of operational and emergency preparedness input, which includes the review of proposals and their associated budgets and the identification of any operational risks and collating information to inform decision making throughout the ERM funding process. Ensure processes and protocols are followed by partners and advise when revisions are required. Ensure the appropriate input into developing grant activity recommendations and the validation of the decision making and reporting requirements.</p> <p>They will manage multiple streams of work that are being implemented by the ERM team within the six priority countries, as well as other countries that are identified within the WHO-AFRO region, who meet the agreed ERM criteria. Guide and support partners with understanding and mitigating operational challenges in the implementation of response activities to mitigate against the potential escalation of an identified outbreak from a pre-crisis to a crisis scenario.</p> <p>Play a leading role in assessing and building the local emergency response capacity of identified partners, both national and international, in areas related to the ERM response. This will include the facilitation of the direct delivery of emergency preparedness and response trainings in country and the coordination of any external trainings when required and in agreement with each of the country coordinators of the six priority countries.</p>
The Operations Partnership (OP)	<p>The Operations Partnership (www.theoperationspartnership.com) is a profit-for-purpose business for the charity sector. We supply management consulting and human resources for deployments to the international humanitarian and development sector. Our work is global and supports governments, UN and charities in complex operating environments including emergency response. As a new organisation, we are learning as we build and, as such, are looking for flexible people willing to go the extra mile to ensure we deliver for our clients. The candidate for this job would join a diverse team of sector experts ensuring the backroom functions that support their work runs efficiently and effectively.</p>



Key Accountabilities	<p>The post holder will be based in London with the ERM team and their position will involve some overseas travel, primarily to the six priority countries identified. They will lead the capacity assessments of partners in liaison with the country coordinators together with the other members of the ERM team conduct capacity assessments which will include, looking at organisational, resource management, emergency preparedness, identifying and ensuring the delivery of training for identified partners within the priority countries.</p> <p>The Emergency Operations Manager will liaise with partners to ensure that the activities undertaken are sound and they will provide advice and management support to the country coordinators and the ERM team during any pre-crisis scenario. They will brief the ERM team and per protocol the ERM committee, on any pertinent operational, security, emergency preparedness and response and contextual issues and update on any changing circumstances, as and when they arise.</p>
Responsibilities	<p><i>ERM Funding:</i></p> <ul style="list-style-type: none">• Play a key role in grant management, reviewing proposals for funding, including quality checking proposals and budgets,• Be an active member of the ERM committee during funding decision making processes• Provide the support and back-up necessary to enable the ERM to respond to emergencies within focus countries within 24-72 hours• Working with the wider ERM team oversee the monitoring of partner responses, troubleshooting issues and coordinate with key stakeholders and checking exit strategies.• Work with teams across the six focus countries to coordinate pre-crisis response funding and initiatives in support of partners, donor reports and monitor contractual requirements.• In line with ERM protocols, initiate rapid appraisals and develop recommendations for response that may be required in any pre-crisis scenario planning• Appraise and feedback on all ERM grant and activity-related documents - i.e. proposals and reports, both narrative and financial, assessments, evaluations, reviews, etc.• Support finalization of the ERM protocols during the first phase of implementation and ensure regular review points during the project implementation.• Document protocol processes and achievements to ensure that the grant response activities are captured and disseminated. This will include the continual re-evaluation of the activities and information, with resulting activity adjustments in keeping with new insights.• Participate in a rotational on-call system that is shared between the ERM team, although they may be called outside of the agreed on-call period. <p><i>Liaison and Coordination:</i></p> <ul style="list-style-type: none">• Liaise with Key stakeholders, which may include DFID, Epi-Threats, WHO/AFRO, Consortium members, INGOs and national NGOs/CSOs.• In partnership with the health advisor, coordinate activities with Country Coordinators and technical leads for DAI-TDDAP outputs 2, 3, 4, and 5• Represent DAI-TDDAP ERM externally as required. <p><i>Partner management and strengthening:</i></p> <ul style="list-style-type: none">• Support the partners on programme quality including the adherence to donor requirements, the implementation of international programme standards (e.g. Sphere) and adherence to internal guidelines, policies and procedures.• Oversee and undertake partner capacity assessments to identify emergency preparedness needs of partners in the 6 focus countries.• Facilitate the direct delivery of trainings and knowledge transfer activities to help build the capacity of identified partners and have proven experience with cross cultural team and capacity building.



	<ul style="list-style-type: none">• Lead roll out of partner capacity building in organisational emergency preparedness including the roll out of Emergency Preparedness planning and resource management e.g. ALERT Platform, both directly and in identifying trainers and emergency preparedness experts.• Undertake field visits to each of the priority countries and maintain strong communication with partners. <p><i>Monitoring and Evaluation:</i></p> <ul style="list-style-type: none">• Ensure appropriate levels of monitoring and evaluation of pre-crisis response grants including After Action Reviews• Liaise with the DAI-TDDAP Monitoring and Evaluation manager to track progress, gather and share lessons learned.• Review monthly field reports and ensure appropriate follow up and decision making on data relevant to the partners activities.• Participate in the preparation of any agreed monthly reporting to DFID and contribute to any internal reports as requested.• Reports on any field visits and training deliveries undertaken. <p><i>Operational Management and support:</i></p> <ul style="list-style-type: none">• Work with Country Coordinators to ensure country-specific MOUs are in place and clear on the scope of ERM operations• Monitor high-risk contracts and produce monthly reports on operational adherence to protocol flagging any issues.• Support the Grants Manager to ensure timely monthly reporting from the field and actively promote good communication between country offices, partners and the ERM team• Work with partners to share and monitor the security context and information to potential and active responses to inform decision making and donor made aware of relevant issues and incidents.• Ensure any hosting partner has security guidelines and policies in place and any ERM team members or ERM consultants have relevant security information before travel• Oversee any logistics and supply chain capacity building and response support required.• Comply with the Operations Partnership and DAI's policies and practice with respect to child protection, code of conduct, health and safety, equal opportunities and other relevant policies and procedures.• Performs other related duties, as assigned.
Competencies	<p><i>Essential</i></p> <ul style="list-style-type: none">• A degree-level education or equivalent work experience.• Significant project and operational management skills, including managing teams and budget literacy.• Significant experience working with donors and donor compliance (especially DFID), and managing a portfolio of grants.• Strong organizational and critical thinking/analytic skills and able to prioritize.• Experience in conducting assessments, analysing and interpreting data and comfortable making decisions or recommendations autonomously.• Experience in organisational capacity building, ideally with national partners.• Experience of working in a humanitarian team and responding to emergencies – preferably in disease outbreak response. Possess a high level of adaptability and be able to adjust to the constantly changing programmatic and working environment due to the diverse pre-crisis outbreak scenarios that are likely to present across the countries.• Excellent command of written and spoken English and French.• Strong communication, interpersonal and representational skills: able to communicate and interact with a wide range of people and organisations at all levels with tact and diplomacy.• Good knowledge of aid sector and standards, such as Codes of Conduct and Sphere



	<ul style="list-style-type: none">• Experience of establishing strong working relationships with colleagues from different functions and cultures• Able to work independently and manage various tasks under tight deadlines and limited resources.• Able to develop/adapt training materials and deliver trainings to a variety of audiences• Willing to work unsocial hours during emergencies and able and willing to travel to remote and insecure locations for short periods of time and at short notice.• Track record of success in adhering to tight deadlines.• IT skills of a high standard (including WP, Excel and database). <p><i>Desirable</i></p> <ul style="list-style-type: none">• UK-based international development project experience.• Experience of working in a consortium• Experience of emergency health programming or knowledge of basic public health approaches• Experience of working in Sub-saharan Africa• Available to deploy for STTA to the WHO/AFRO region.
START DATE	August 2019

~ End ~