



Learn from Experience.  
Shape a Global Community.

### **Centre of Competence on Humanitarian Negotiation**

(Administratively hosted by the International Committee of the Red Cross - ICRC)

## **JOB OPENING**

### **CCHN Operations Associate for Europe and Eastern Europe**

#### **About the Centre of Competence on Humanitarian Negotiation**

Founded in 2016, the Centre of Competence on Humanitarian Negotiation (CCHN) is a joint initiative of five organisations: the United Nations High Commissioner for Refugees (UNHCR), the World Food Programme (WFP), the International Committee of the Red Cross (ICRC), Médecins sans Frontières (MSF) Switzerland and the Centre for Humanitarian Dialogue. It is administratively hosted by the ICRC in Geneva, Switzerland.

The aim of the CCHN is to facilitate the capture, analysis and sharing of humanitarian negotiation practices to support the efforts of humanitarian practitioners in seeking access to and protection of populations affected by armed conflicts and other situations of violence. At the core of the CCHN's work is a global community of frontline negotiators working across agencies and regions, brought together by the specificities of humanitarian negotiation.

Mobilising humanitarian professionals engaged in negotiation on the frontlines is a critical part of the activities of the CCHN. Based on its research activities and building on the negotiation tools and methods developed by the CCHN and its partners, the CCHN reaches out to operational humanitarian staff who regularly engage in access and protection negotiations through a series of listening tours, interviews, field workshops, and peer support activities.

#### **Purpose of the position**

The Operations Associate supports the CCHN's engagement with humanitarian professionals in Europe and Eastern Europe. The main purpose of this position is to provide administrative and operational support for the successful implementation of online and onsite peer activities, build the capacity of members of the CCHN community in Europe/Eastern Europe in using digital exchange platforms, act as tech host for regional and global online workshop events, and assist in the deployment and management of CCHN digital platforms among frontline negotiators in the Europe and Eastern Europe region. The Associate carries out desk and literature research, supports online interviews for listening tours, and drafts analytical reports.

## **Accountability and responsibilities**

While being part of a global digital support team, the Associate reports directly to the Operations Manager of the Europe and Eastern Europe region. The main responsibilities of the position include:

### **Tech-hosting and event management**

- Contributing to the design and production of online activities for CCHN members on a combination of platforms such as Zoom, Teams, Miro, QiqoChat, Wonder.me, Mighty Networks, WhatsApp, etc.;
- Acting as the technical host (mainly on Zoom) for digital events and platforms in the region, ensuring proper design, smooth user experience and integrity of the platforms;
- Advising on ways to improve accessibility on the CCHN platforms and its digital events for all its members;
- Assisting in the organisation of online and onsite multi-agency field workshops in close collaboration with the Operations Manager, the Communication and Support teams;
- Updating the CCHN webpages and Airtable by creating and adding upcoming planned events upon discussion with the Operations Managers;
- Translating correspondence, content and workshop material such as PowerPoint slides;
- Depending on the capacity, interpreting during informal CCHN events;
- Supporting onsite events through various logistics and administration tasks;
- Upon request, providing ad hoc support to other activities of the Operations team.

### **Community engagement and management**

- Engaging and maintaining contacts with CCHN community members, both as a group and bilaterally;
- Participating in the organisation of community events such as informal coffees, meetings etc.;
- Supporting the Operations Manager in screening, prioritising and following up on requests for participation in the CCHN's activities and events;
- Managing participants before, during, and after events, ensuring the appropriate follow up;
- Actively engaging with members on digital platforms to motivate and stimulate their participation in events and discussions with incentivisation and gamification;
- Following up with the Operations Manager on potential facilitators from online workshops and ensuring that participants are directed adequately towards other CCHN products;
- Providing support to engagement measurement efforts on HubSpot (our Customer Relationships Management system), including by:
  - Updating HubSpot information with new contacts on a regular basis;
  - Managing the 'Engagement Score' properties;
  - Integrating other sources, such as social media;
  - Facilitating the collection of data on participants' experience to improve the CCHN products and productivity and ensuring their transfer to colleagues or tools for statistical purposes;
- Providing support to Airtable management, including by:
  - Supporting the ongoing roll-out of project management tools for the Support, Operations, and Research departments;
  - Centralising additional workflows on Airtable (e.g. creation of workshop certificates).

## Support to operational research

- Identifying relevant content for the community members of the region;
- Carrying out literature reviews for operational research;
- Scheduling interviews with humanitarian practitioners, note-taking and reporting. Upon request, carrying out interviews;
- Coordinating community events and working groups and following up with members;
- Drafting analytical reports and background papers.

## Background and experience

- University degree in political sciences, international relations or equivalent;
- Experience in project and information flow management;
- Excellent command of English and Russian required, Ukrainian desired;
- Knowledge of standard office administrative practices and procedures;
- Experience in planning and organisation and with data-management software;
- Confirmed experience in the use and design of interactive digital platforms and events;
- Experience in managing and facilitating professional development events such as training courses, workshops, conferences, etc.

## Profile and skills

- Excellent communication and organisational skills;
- Good writing and editing skills;
- Proficient in computer skills and online interactive platform (WordPress CMS, Zoom, Teams, Microsoft Office, SharePoint, etc.);
- Proven capacity to work remotely and under pressure;
- Attention to detail and proven resilience in front of evolving technology as well as constraints on digital access in some regions and contexts;
- Strong capacity to adapt to new demands and changing environments;
- Strong customer service attitude;
- Sensitivity to political and cultural dimensions of frontline negotiation activities;
- Ability to work in an autonomous manner in a professional team under tight deadlines;
- Capacity to coordinate multiple tasks simultaneously.

## To apply

To apply for this position please [complete the form at this link](#) by 20 May 2022.  
Applications received through other channels will not be considered.

For further information, do not hesitate to contact Martine Lapeyre, CCHN Human Resources Manager at [mlapeyre@frontline-negotiations.org](mailto:mlapeyre@frontline-negotiations.org).

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