

JOB DESCRIPTION

Head of Humanitarian Operations (HHO)

Location: Role to be based within IPPF's East and South-East Asia and the Pacific region (to be located in Kuala Lumpur, Malaysia)

Contract: Fixed Term (Initial 2 years with possibility of extension)

Role Purpose

Millions of people around the world lack access to high-quality, rights-based sexual and reproductive health (SRH) services. This includes women, girls and marginalized people living in humanitarian settings who face compounded vulnerabilities, oftentimes leaving them without essential SRH in emergency (SRHiE) services.

The International Planned Parenthood Federation (IPPF) is a growing actor in the global humanitarian landscape. In 2023, IPPF, reached 12.5 million people in need of SRHiE services in humanitarian crises, working through autonomous and locally based Member Associations (MAs) preparing for and responding to crisis around the world, and building the nexus between development and humanitarian work. MAs are at the forefront of our responses, working with the global humanitarian team located across IPPF's Regional offices to ensure technical and operational support is tailored to their specific needs.

IPPF strives to create a supportive and enabling environment for humanitarian preparedness and response for over 100 MAs. By collaborating closely with the cluster system, key stakeholders and communities, including those typically excluded from traditional health systems, MAs promote shifting power dynamics and enable locally led responses.

Under our bold new global strategy, *Come Together: 2023-2028*, IPPF has committed to doubling IPPF's reach in humanitarian crises and ensuring rapid life-saving humanitarian response within 72 hours in all high-risk countries by 2028.

To achieve this, IPPF is seeking a **Head of Humanitarian Operations** to support humanitarian programme management, operational oversight, team leadership and stakeholder engagement.

The Head of Humanitarian Operations will have a primary focus on IPPF's flagship humanitarian preparedness and response programmes within the Asia Pacific region. This includes the flagship SPRINT programme, supported by the Australian Government since 2007, and the SRHiEP programme, supported by the New Zealand Government.

The successful post holder will work closely with other members of the Humanitarian leadership team (HLT) to support the delivery of outcomes laid out within IPPF's global strategy. They will also build IPPF's capacity across the humanitarian and development nexus, ensuring coordination between humanitarian and development teams.

The role will report to the Global Humanitarian Director and will be part of the IPPF ESEAOR Senior Management Team.

Deliverables:

The Head of Humanitarian Operations requires an operational mindset, strong leadership skills, and a deep understanding of SRHiE. This role is responsible for overseeing the planning, implementation, and reporting of humanitarian programmatic activities undertaken by the humanitarian team, particularly focusing on our two largest humanitarian programmes in the Asia Pacific Region. The role will also support the resource mobilization efforts led by the Humanitarian Director.

Programme Management:

- Lead the planning and implementation of humanitarian programmes.
- Ensure humanitarian programmes are aligned with the organization's strategy and strategic goals.
- Facilitate the crossover between the humanitarian and development nexus, ensuring the sharing and learning between teams.

Operational Oversight:

- Develop and implement humanitarian operational policies and procedures.
- Ensure compliance with all legal and regulatory requirements.
- Oversee the day-to-day operations of programme activities.
- Ensure compliance with security requirements in all humanitarian programme implementation.
- Coordinate with supply chain team for all logistical requirements.
- Expand the capacity and capabilities of MAs, including strengthening financial and operational systems for preparedness, humanitarian responses and nexus work.
- Develop and manage programme budgets, and ensure efficient allocation of resources, in coordination with IPPF's Finance Hub.
- Oversee the preparation of donor financial reporting, in coordination with IPPF's Finance Hub.
- Undertake additional responsibilities as assigned by the line manager to ensure smooth operations.

Team Leadership:

- Directly manage and mentor 2 humanitarian operation staff and indirectly manage 10 staff, fostering a collaborative and high-performance culture.
- Conduct regular team meetings to ensure clear communication and coordination.
- Identify training and development needs for humanitarian staff.
- Provide leadership support on developing and implementing an IPPF feminist humanitarian approach.

Stakeholder Engagement:

- Build and maintain relationships with key stakeholders, including donors, partners, and community members, particularly within the Asia Pacific region.
- Represent the organization at meetings, conferences, and other events.

- Communicate programme achievements and challenges to stakeholders.
- Support the Global Humanitarian Director and Donor Relations and Fundraising team in humanitarian proposal development for country-level responses and new bid opportunities.

Experience:

- Significant experience in humanitarian crises including conflicts and climate change settings, including preparedness, disaster response, recovery and risk reduction.
- Significant experience in programme management within the non-profit sector including proven experience in a leadership role, with a significant experience of programme design and management in health, rights/protection in humanitarian settings.
- Experience of international humanitarian coordination architecture, aid systems and agencies.
- Demonstrable experience of delivering outputs and outcomes, particularly as they relate to humanitarian settings and SRHiE, including provision of SRHiE services in crisis – Minimum Initial Service Package (MISP) for Reproductive Health.
- Well-established resource mobilization skills and contacts, including significant experience in preparing bids and tenders for a range of humanitarian donor agencies.
- Solid budgeting skills and knowledge of key donor policies.
- Proven experience of security, risk and fraud management issues.
- Experience working in a range of Pacific countries (**desirable**).

Skills and Attributes:

- Strong project management and organizational skills.
- Excellent leadership and team management abilities.
- Strong ability to work within a team and remotely.
- Excellent verbal and written communication skills, including the ability to express technical concepts clearly and concisely to a variety of audiences.
- Financial acumen and experience managing budgets.
- Outstanding communication and interpersonal skills.
- Ability to work effectively with diverse stakeholders.
- Passionate about humanitarian responses and social justice.
- Strategic thinker with a proactive approach.
- Adaptable and able to work in a fast-paced environment.
- High level of integrity and professionalism.
- Fluent in spoken and written English and proficiency, French desirable.
- Comfortably with extensive travel, sometimes at short notice.
- Supportive of a woman's right to choose and to have access to safe abortion services.

- Commitment to diversity and respect for all regardless of age, gender, status, identity, sexual orientation or expression.
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Applications must be submitted in English and by CV and application form.

Completed applications should be emailed to pali@ippf.org stating the job title in the subject header of your email and where you saw the vacancy advertised. **We regret only shortlisted candidates will be acknowledged.**

Closing date: 20th September 2024

Applications are particularly encouraged from candidates openly living with HIV. IPPF is committed to equal opportunities and cultural diversity. Candidates from all sections of the community are welcome to apply.
