

<b>Job Title:</b>	Programmes Support Officer
<b>Department:</b>	International Programmes Development
<b>Location:</b>	London, UK
<b>Reports to:</b>	Head of Programmes
<b>Line Management responsibility:</b>	None
<b>Budgetary Responsibility:</b>	None
<b>Child Safeguarding level:</b>	<p>We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us.</p> <p>Therefore, this post is subject to a range of vetting checks including a criminal records disclosure, DBS, or in the event that the employee is not a UK resident, a check to its equivalent in the current residing country will be required.</p>
<p><b>Job Purpose:</b></p> <p>The International Programmes Department (IPD) is a large, busy, multi-functional team at the heart of the work of Muslim Aid in the UK and internationally. The Programmes Support Officer reports directly to the Head of Programmes and will primarily be responsible for providing support functions to the International Programmes team. The role requires to work with key stakeholders to ensure an effective, efficient and quality based programme delivery and project management service. The Programmes Support Officer also supports the administrative work of the department producing contents from successful programmes for the web and internal stakeholder.</p>	
<p><b>Key Accountabilities:</b></p> <ol style="list-style-type: none"> <li>1. Compile and produce regular contents from successful programmes for web and internal stakeholders.</li> <li>2. Lead on departmental efforts to systematically compile programme data from Country Offices for quarterly and annual reports for communication and web purposes.</li> <li>3. Provide programme and administrative assistance to other regions as required including support with the development and production of project proposals.</li> <li>4. Maintains and updates the Status report file including all relevant documents such as, field reports, centrally agreed documents, case studies etc.</li> <li>5. Provide administrative and other practical support to the delivery of existing programmes.</li> <li>6. Support the development of IPD wide administrative systems.</li> <li>7. Support with draft and circulate meeting agendas, attend meetings, and note take, circulate minutes and papers to the department.</li> <li>8. Support on administrative needs for programme events such as workshops and training.</li> <li>9. Support the monitoring and capturing of MA Country Office budget income and expenditure requirements based on data from Country Offices and programme officers.</li> <li>10. Maintain soft (and if required hard copies) of programme files, provide filing assistance to the team and support archiving.</li> <li>11. To coordinate response to external enquiries and monitoring/analysing traffic to the department to develop most suitable approaches to material dissemination.</li> </ol>	

12. Support the sharing of key programme documents internally within IPD, with other departments and between Country Offices.
13. Maintain and store all records in line with MA document management and IT policies.
14. To maintain and review administrative systems to achieve maximum efficiency across the department.
15. To comply with all policies, procedures, legal and regulatory requirements.
16. Any other duties commensurate with the accountabilities of the post.

Person Specification		
	Essential / Desirable	Assessment Stage
<b>Qualifications:</b>		
Degree level or equivalent education	Desirable	Application
<b>Experience &amp; Knowledge:</b>		
Previous experience of working within a Programme Support/administrative role	Essential	Application and Interview
Experience of working with budgets	Essential	Application and Interview
Knowledge and understanding of due diligence	Essential	Application and Interview
Knowledge of issues around International Development	Desirable	Application and Interview
Knowledge of issues around protection	Desirable	Application and Interview
<b>Skills &amp; Abilities:</b>		
Excellent communication and interpersonal skills with the ability to liaise with a variety of stakeholders and employees at all levels	Essential	Application and Interview
Strong numeracy and literacy skills	Essential	Application and Interview
High degree of organisational and time management skills	Essential	Application and Interview
Skills in data management, analysis and reporting skills including preparing, updating and presenting reports, with a keen eye for detail and accuracy.	Essential	Application and Interview
Good ICT skills, including use of MS Office	Essential	Application and Interview
Ability to work unsociable hours during peak campaigns	Essential	Application and Interview
Ability to work under pressure, be proactive and work on own initiative	Essential	Application and Interview
Ability to work in a systematic and methodical manner	Essential	Application and Interview
Ability to compile data for reports	Essential	Application and Interview
<b>Commitments:</b>		
Commitment to Muslim Aid's mission, visions and values.	Essential	
Commitment to Muslim Aid's ethos.	Essential	
Commitment to equality of opportunity and diversity.	Essential	
Commitment to Muslim Aid's Global Safeguarding Policy	Essential	

You will display the competencies below :					
Competencies		Definition			
Team working		Co-operates with and respect colleagues to exceed up and beyond individual efforts.			
Communication		The ability to listen, express and communicate information effectively.			
Performance Management		Delivery of organisation objectives through effective setting of SMART personal goals and team goals.			
Results Focused		Getting the job done in an efficient way through effective time, task and financial management.			
Leadership		Inspiring, supporting and developing others to achieve outstanding levels of performance.			
Innovation & Continuous Improvement		Constantly seeking to improve the way business is done through analysis, creativity, problem solving and change initiatives.			

  

Please signify your acceptance of this job description by signing below and returning a copy to HR					
Employee signature:		Employee Name:		Date:	
Line Manager signature:		Line Manager Name:		Date:	