



TERMS OF REFERENCE

Position: Executive Officer

Location: Tehran, Iran

Duration: 1 year with possible extension (3-month probation)

Reports to: Country Director

About RI: Relief International is a leading nonprofit organization working in 20 countries to relieve poverty, ensure well-being and advance dignity. We specialize in fragile settings, responding to natural disasters, humanitarian crises and chronic poverty.

Relief International combines humanitarian and development approaches to provide immediate services while laying the groundwork for long-term impact. Our signature approach -which we call the RI Way- emphasizes local participation, integration of services, strategic partnerships, and a focus on civic skills. In this way, we empower communities to find, design and implement the solutions that work best for them.

RI in Iran: Relief International has been active in Iran since 1989. The Iran operation focuses on providing and improving access to health, education and livelihoods to Afghan refugees – with protection effectively mainstreamed across our activities. Relief International is a major actor in disaster response in Iran and currently implements a large scale COVID-19 response. We support national CSOs as well as coordination and advocacy with other INGOs, UN agencies and Governmental partners to improve the overall humanitarian and development response.

Position Summary: The Executive Officer supports the Country Director in multiple tasks to increase overall organizational performance. The Executive Officer main duties includes executive communication support, assistance to the Senior Management Team (SMT) functioning. The Executive Officer will be in charge of several strategic organizational development initiatives that contribute to the overall efficiency of RI Iran country office. He/She supports the CD with logistical arrangements and administrative tasks.



Position Responsibilities and Duties

a) Executive Communications Support

- Receive and screen information, emails, phone calls and visitors using judgment and sensitivity to the CD priorities and schedule.
- Coordinate briefing materials and background documents for CD meetings.
- Prepare and coordinate communications with internal and external stakeholders as requested including accurate and timely correspondence, memos, minutes, presentations, and reports.
- Compose letters, memorandums, presentations and reports by synthesizing information, researching background information, and gathering relevant data from appropriate sources, including all staff communications and townhall meetings.
- Ensure follow up on action points decided in coordination with CD with relevant staff.

b) Senior Management Team (SMT) Support

- Provide administrative support to the SMT meetings effectiveness including agenda preparation, dissemination of meeting documents, and minute taking.
- Deliver updates in SMT of action points and provide progress updates.
- Track proactively open action items with each SMT member. Report to CD any potential delay.

c) Strategic initiatives development

- Provide SMT support for strategic initiatives such as annual strategy process, team retreat and team building events.
- When delegated, lead fully the activity in coordination with CD.

d) Organizational development

- Set up of organizational tools to ensure SMT members are held accountable to activities (eg. Digital agendas, task management software).
- Suggest efficient ways to run the office and troubleshoot malfunctions.
- Initiate, develop a concept to promote innovation within RI staff (eg. yearly innovation award).
- Initiate, develop and lead on initiatives to make the RI CO in Iran more environmentally friendly.
- Initiate, develop and lead on initiatives for team building and staff well being.

e) Logistics Coordination

- Accurately maintain CD calendar to coordinate meetings and logistics of meetings.
- Coordinate CD travel logistics including booking flights, accommodation, and other related administration.
- Support preparation of information packages and itineraries for external visitors in link with communications.
- Support meeting logistics for SMT workshops & meetings, All Staff Townhalls and strategy events.
- Liaise with and proactively support SMT to ensure timely flow of materials that require CD signature.



f) General Administration

- Manage department purchasing & procurement and expenses in line with organizational policies and approved budgets.
- Manage third party services and vendors as required.
- Proactive document management and storage of organizational files.
- Provide backup admin support cross-departmentally as needed, e.g. support to acting CD.
- Other duties and special assignments as requested.

g) Expat orientation and support

- Develop a general orientation document for expat staff and new arrivals on the RI Iran mission (including short term missions).
- Develop possible presentation or video on general context on arrival, RI in Iran, etc.
- Function as a “buddy” focal point for questions of newly arrived staff.

Qualifications & requirements

- Education in Office / Business Administration or related
- 2 to 5 years of experience providing executive-level support
- Solid experience with office management systems, ERPs or MS Office
- Strong communication skills (phone, email and in-person)
- Familiarity with online calendars and cloud systems
- Excel to produce high quality reports and work products
- Experience exercising discretion and confidentiality with sensitive company information
- Excellent organizational skills with an ability to think proactively and prioritize work
- Demonstrated high level of professionalism and business acumen to deal with confidential matters, displaying discretion and diplomacy
- Superior organizational and prioritization skills to manage multiple tasks and priorities
- Strong written communication skills to prepare executive correspondence and documents, including meeting minutes
- Adaptable and flexible to work in fast paced environment and tight timeframes Detail-oriented to manage travel, logistics, and budget information with high degree of accuracy
- Exceptional communication and interpersonal skills to develop strong working relationships across cultural and organizational boundaries with internal and external stakeholders
- Demonstrated initiative to proactively anticipate and address CD and SMT needs
- Widely shares the RI values, actively engages staff and promotes them

RI Values:

We uphold the Humanitarian Principles: humanity, neutrality, impartiality, and operational independence. We affirmatively engage the most vulnerable communities.

We value:



- Inclusiveness
- Transparency and Accountability
- Agility and Innovation
- Collaboration
- Sustainability

If you are interested in this job, please email your cover letter and CV along with RI application form in English to tehran@ri.org and mention the Job Title in the subject line.

Applications close on 16 February 2021

Only short-listed candidates will be contacted for interview