



TERMS OF REFERENCE

- Position:** Head of Office (Tehran)
- Location:** Iran (Tehran based), with frequent travel to field
- Duration:** One year, with possibility of extension
- Reports to:** Country Director
- Management:** Line manages 10 team members
- 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 believes that gender equality is a basic right for all people, and it is critical to directly address gender-based discrimination and promote gender equality in order to ensure sustainable development.
- 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 Head of Office leads at field level the implementation of high quality, innovative programmes that deliver immediate and lasting change for Afghan refugees and vulnerable Iranians in his/her area of responsibility. In the case of Head of Office Tehran, the area of responsibility are the Provinces of Tehran and Alborz, with possibility for expansion. Under the direct supervision of Country Director, the Head of Office will supervise all aspects of office management, including operations, finance, security, and external communication, in particular with partners and government counterparts. He/She will

ensure direct management of program and support staff. As part of the Senior Management Team, the Head of Office will contribute to the development of RI strategic direction and country level strategy.

Position Responsibilities

The Head of Office ensures field office management, delivers high quality programme implementation and cost-effective support costs within his/her designated geographical area. The following is a brief description of the role.

1. Management

- Supervise and manage the operational, human resources, administrative and financial functions of the field office in accordance with the Organizational regulations and procedures.
- Organize and lead monthly Area level Management Team meetings. Disseminate Minutes of Meetings and ensure accountable follow up on Action Points.
- Participate actively in the country level Senior Management Team (SMT), ensure regular information flows between SMT and field office staff.
- Manage the performance of direct reports using RI performance management policies and procedures as well as through appropriate coaching, mentoring, training and development.
- Provide guidance and direction to staff supervised on work planning, priority setting, task management, performance, growth and learning.
- Line manage area level support and programme staff ensuring effective inter-department co-ordination.
- Ensure adherence to and enforcement of HR policies including punctuality, productivity and principles of a professional work environment within the field office team with high consistency.
- Ensure overall provision of and adherence to RI policies, procedures, guidelines, systems and standard practices.
- Identify and evaluate risks and possible challenges associated with activities and take appropriate mitigation measures, in close collaboration with CD and Internal Control and Compliance unit.
- Ensure strict adherence to humanitarian principles and RI values. Build knowledge of humanitarian principles and RI values within the field team when required.

2. Programme delivery

- Responsible for the successful, timely and quality implementation of RI projects and programs in the area of responsibility.
- Ensure programs meet objectives, adhere to RI / donor requirements and contractual obligations.
- Ensure programs are implemented to the highest standards, on time, and within budget.
- Provide direction / support to program team on achieving agreed targets and long-term strategic objectives.
- Ensure monitoring, evaluating, documenting and reporting project progress against indicators.
- Coordinate with team to prepare and submit reports as required, and ensure quality of deliverables.
- Report to CD and PD when programs are not in line with humanitarian principles or program objectives.
- Ensure Programme Management Tools (including HR planning, Workplans, Procurement Plans, Risk Mapping and Monitoring Plans) are kept up to date at area level.

- Manage programme activities with effective and efficient use of resources including financial, human and all assets.
- Ensure that the different technical sectors of the field Office are coordinated, integrated and support each other to optimize programs and projects.
- Provide leadership in overseeing Operations/procurement, Human Resources/administration and office services activities and ensure timely/efficient delivery.
- Provide overall guidance and direction to the program on achieving agreed targets and strategic objectives for the field office.
- In collaboration with country office colleagues, be accountable that program and funding is implemented in-line with RI regulations and donor compliance.
- Ensure that field level visibility is compliant with RI and donor standards at field level for all activities, unless derogated upon.
- Ensure field office contributes to communication and advocacy efforts when requested by Advocacy and Communications Manager or Country Director.

3. Representation, partnerships and reporting

- Primary RI representative in the area of operation - attend all relevant fora/meetings in order to strengthen RI's position.
- Foster relationships with Government authorities and other relevant stakeholders in the area of operation for the benefit of programmes.
- Maintain close and effective working relationships with national and international organizations and local counterparts.
- Hold partners accountable to deliver on their responsibilities. Report to Country Office any discrepancy happening in the field.
- Pro-actively suggest new partnerships which are relevant to RI programs.
- Comply with internal reporting requirements, contribute to, and provide quality assurance of external reports from area of operation.
- Lead on practical aspects of donor missions when they happen in Head of Office area of responsibility.
- In coordination with the Country Director and Liaison Manager, make sure that all formalities required by the government are prepared properly and presented in an accurate manner.
- Share relevant and important information with Country Office, CD and Liaison Manager via meeting minutes, on a regular basis.

4. Programme development

- Lead the process of adapting RI country strategy to the local context and circumstances in the area of responsibility. Provide inputs into country strategy based on emerging or changing needs in the area of responsibility.
- Provide regular analysis on the context and humanitarian situation in the area for the development of project proposals in cooperation with the RI Program Director.
- Identify opportunities to expand RI programming beyond existing programmes.
- Specifically lead and ensure implementation of hub activities in Tehran and Alborz with partners.

5. Emergency preparedness and response

- Ensure emergency preparedness at field office level.

- Develop field level contingency plans and ensure they are regularly updated.
- Lead on needs assessments and response during emergencies in area of responsibility.

6. Health, Safety and Security

- Ensure a safe and secure environment for RI staff, beneficiaries and assets by ensuring the local security procedures are up to date and SOPs are being followed in line with the SMP.
- Ensure staff at field level receives security briefings upon joining RI, and refreshers on regular basis.
- Ensure RI employees are trained on and adheres to safety/security manuals and SOPs.
- Liaise with relevant stakeholders at provincial and central levels to ensure staff safety and security.
- Monitor and report any incident, threat, compliance issue, or any other matters of concern related to RI staff to CD and HSS Manager.
- Each month share a context update on the humanitarian and security situation in the province with the CD and HSS manager.
- Ensure all necessary security documents are complete, updated regularly and submitted in a timely manner. Ensure regular updates on the Security Risk Assessment for the area of responsibility.
- Ensure all field staff are trained and are accountable on RI policy.

7. Safeguarding

- Uphold and promote RI's commitment to ensuring the safeguarding and safety of the vulnerable communities we serve.
- Consistent with RI's safeguarding and protection policies, ensure all people who come into contact with Relief International are as safe as possible.

8. Equity and Diversity Commitment

- Demonstrate sensitivity and understanding of systemic diversity and cultural differences.
- Ensure that gender equity is addressed in our staffing and programming.
- Perform other functions that maybe assigned from time to time.
- Perform other duties that may be assigned from time to time.

Qualifications & Requirements

This position demands a dynamic individual with a demonstrated ability to achieve results in a demanding and fast paced environment. Moreover, we expect the following:

- Minimum 5 years relevant work experience in program and team management
- University Degree (Master's level preferred) in International Development, Humanitarian Programming or a related discipline.
- Strong leadership skills and a demonstrated competence in people management.
- Practical and extensive financial, Human Resources and administration management experience.
- Substantial experience directing and implementing programs for refugees and host communities in both emergency and development contexts.

- Recognized role and experience in more than one of the Relief International priority sectors: Health, Education, Livelihoods, Protection, WASH, Capacity Building and Emergency Response.
- Experience in working with partner organizations in humanitarian or development settings.
- External stakeholder management (in particular with local authorities).
- Experience with relevant donor guidelines.
- Excellent interpersonal skills, problem solving skills, patience and diplomacy.
- Ability to demand results and be decisive, firm and resilient with staff.
- Organized and able to independently manage multiple projects under strict deadlines.
- Excellent communication skills. Superior reporting writing skills in English.
- Demonstrated ability to manage multiple priorities, deadlines and tasks efficiently.
- Excellent time management skills and resourcefulness with strong attention to detail.
- Willing to perform other duties and face work irregular hours during emergencies.
- Experience in promoting the highest standards of ethical and professional conduct in relation to RI values and Code of Conduct

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*

How to apply:

If you are interested in this job, please email your cover letter and CV in English together with your **RI Application Form** to tehran@ri.org and mention the <Job Title_FULL NAME> in the subject line.

Applications close on 20 September 2021.

Due to limited resources, only short-listed candidates will be contacted.

Note to external agencies, we will not be accepting CVs from third parties.

Relief International is committed to protecting our staff and the communities we work with from abuse and harm including sexual exploitation, sexual abuse and sexual harassment. All staff are expected to abide by our Code of Conduct.

Recruitment to all roles in Relief International include a criminal records self-declaration, references and other pre-employment checks, which may include police and qualifications checks.

Relief International is committed to diversity and gender equality; we strongly encourage female candidates to apply.