

Job Description

Job Title: **MEMBERSHIP SERVICES OFFICER**

Job Purpose: Responsible for providing services to members and non-members

Reporting to: Head of Services and Certification

Staff reporting to: Intern

Background: HAP-International is a membership organization, mandated to serve as a voluntary quality assurance body for humanitarian agencies with a specific commitment to making humanitarian action accountable to its intended beneficiaries. This is pursued through building capacity in member agencies, promoting research in humanitarian quality management, establishing a system of quality management certification, accreditation, advocacy and dealing with complaints concerning quality and accountability. HAP International has a Secretariat located in Geneva. For further information see: www.hapinternational.org

This post is responsible for ensuring that services are provided to member and non-members in accordance with the work plan. Ensure the timely and effective delivery of HAP International's support to member agencies, their partners, and prospective members. Build capacity of HAP members, their partners and potential members to implement the 2010 HAP Standard.

SPECIFIC RESPONSIBILITIES:

Strategy:

Assist in developing and reporting upon the implementation of the HAP Membership Services work plan and the elements of the HAP work plan related to complaints handling and investigations.

Membership Management

- Process new member applications, liaising with the HAP Board and the Communications team as needed, and support them with appropriate introductory information on the benefits and obligations of HAP membership.
- Follow up on services requests from members.
- Maintain membership obligations tracking.
- Act as focal point for specified members.
- Maintain the knowledge management database.

Training and advisory

- Assist in developing the annual training programme schedule
- Deliver up to five training workshops per year including Accountability, ToT and others as requested.
 - Organise logistical and practical arrangements for training workshops and conferences.
 - Putting together budgets for training workshops and conferences.
- Keep track of financial data for workshops and events.
- Provide support and feedback to members on policy.
- Provide on-site support when requested by agencies.
- Maintain register of Trainers.
- Assist in processing complaints received when requested by the Head of Services and Certification.

Prevention of Sexual Exploitation and Abuse (PSEA)

- Develop and strengthen country and regional networks on accountability and to prevent and respond to sexual exploitation and abuse in Asia.
- Representing HAP on the IASC PSEA task force meetings when required.

Reporting

- Assist with writing, editing and the publication process of reports and other documents on behalf of Membership Services.
- Follow up on membership requirements for the membership report and take a lead in drafting the annual membership report.
- Ensure HAP website content on Membership Services is kept updated.
- Other relevant tasks as requested by the Head of Services and Certification.

Integration

- Strategic planning, work planning and budgeting for the Secretariat.
- Reporting to donors and other stakeholders.
- Advocacy for the promotion of humanitarian accountability.
- Identification of good practices of accountability and quality management in humanitarian action, and in particular in relation to complaints handling.
- Development of standards and indicators on complaints handling as part of the HAP International certification and accreditation systems.
- Engage in effective and proactive team work.
- Actively promote humanitarian accountability.

Person Specification

Essential

- Significant humanitarian field experience that demonstrates a commitment to human dignity, accountability and the ability to apply the HAP Standard.
- Demonstrated self-learning /problem solving capacity
- Proven training and facilitation skills
- Pragmatic and flexible service-orientation
- Team player
- Excellent time-management skills
- Flexibility and adaptability
- Cross cultural experience
- Commitment to HAP International's mission and vision
- A High degree of professional integrity and commitment
- Behaviour in accordance with the HAP Code of Conduct
- Office software, including designing spreadsheets, database forms etc
- Willingness to travel

Preferred

- Working level fluency in French and/or Spanish language
- Writing skills

Education and experience

- University level education in a relevant discipline

Terms and Conditions

Open-ended contract

Location: Geneva, Switzerland, Salary: Band 4

Applications

Interested candidates should submit their applications (in English) by email to:

recruitment@hapinternational.org. Please send your CV, with covering letter, and names of three references (two of whom should be previous employers) and mention *Membership Services Officer* and your *name* in the subject line. This is a re-advertisement of the post; previous candidates need not apply.

Deadline for applications: 1st June 2012

Please note that we can only consider the applications of Swiss or EU citizens. Applications from Non-EU citizens who already have a valid work permit for the canton of Geneva will only be considered when a copy of the permit is sent with the application.