



CARE International Secretariat

JOB DESCRIPTION

- Position title** : **Member Engagement & Accountability Officer**
- Supervisor** : *Director of Governance & Confederation Development*
- Direct reports** : *N/A*
- Post** : *Full time*
- Location** : *Flexible, hosted in any country where CARE has a registered office*
- Travel Requirements:** *Approximately 2 to 3 weeks per year*

BACKGROUND

CARE International (CI) is among the world's largest international non-governmental humanitarian relief and development Confederations. Drawing on its 75 years of experience, through its 21 Members, Candidates and Affiliate, CI's work reaches over 100 countries worldwide to save lives, defeat poverty and achieve social justice.

The impact we want to achieve will only be possible if we continue to transform how we organize ourselves, become more diverse, networked, agile and accountable. Therefore, the central part of CARE's 2030 Vision is to strengthen the diversity and legitimacy of CARE's global presence and membership, as well as to support effective membership engagement and accountability. While our network has grown as a result of expanding our membership, affiliations and partnerships, we will continue to evolve and innovate different collaborative models and structures, with a portfolio of country offices, transitioned presences, new members and affiliates, effective equitable partnerships with local actors, social enterprises, and more.

At the core of the Confederation is a small, globally distributed Secretariat, which provides coordination and support to our Members, Candidates and Affiliates in areas as governance, strategic planning, communications, membership development and accountability, advocacy, humanitarian response, and program development. In addition, the Secretariat represents the CARE Confederation at the United Nations and the European Union.

POSITION SUMMARY

The **Member Engagement & Accountability Officer** is part of the Governance and Confederation Development team but works across different teams within the CI Secretariat (particularly the Program team) and the wider CI.

The post-holder will play a key role in supporting CARE's diversification, membership engagement and accountability, primarily by:

- (i) facilitating participation and engagement between CI Members and across collaborative spaces/forums, in support of transparency and accountability,
- (ii) contributing to effective knowledge management, learning and practice sharing among CI Members and other stakeholders within CI, and
- (iii) documenting, consolidating, and managing information; while providing coordination or support to key initiatives (e.g. Strategic Leadership Teams -SLTs-, specific Working Groups -WGs- or CAREShares).

MAIN RESPONSIBILITIES - specifically, but not limited to:

1. Contribute to strengthen the CI Accountability System (approx. 30%)

- Working with colleagues from across the CI Secretariat, support strengthening the CI *Accountability Framework*, while managing the *Accountability Dashboard* and tools.
- Contribute to the production of the CI *Accountability Report*, supporting members and stakeholders in navigating the review process and the use of relevant tools.
- Contribute to the identification of effective ways to report on CI accountability commitments; and to create mechanisms to assess findings and define actions for improvement.
- Liaise with colleagues across the CI Secretariat to support meeting “external accountability” commitments (e.g. ‘Core Humanitarian Standards’).
- Work with the *Learning and Knowledge Management* team (part of the *Program* team) responsible for the ‘Program Information and Impact Reporting System’ (PIIRS) to support data collection processes for accountability, including Members’ *Performance Assessment Surveys*.
- Support the Director of Governance and Confederation Development and the Head Learning and Knowledge Management in analysing and sharing key accountability findings and trends.
- Support the Head of Governance and Policy in ensuring appropriate performance monitoring and accountability processes are in place for CI policies.

2. Coordinate and support specific CI-wide collaborative spaces that promote engagement, joint work and practice sharing among CI membership (approx. 30%)

- Work with the 3 SLT Chairs (*Organisational Development & Accountability*, *Program Quality & Impact* and *Fundraising & Mobilisation*) and prioritised WG Chairs (e.g. Program Strategy and Fundraising Directors) to meet their coordination needs.
- Support in organising key group meetings, preparing sessions and coordinating calendars and agendas.
- Draft and communicate work plans, document meetings’ “action points” and draft other key documents as required.
- Support in maintaining dialogue and coordination between SLTs.

3. Contribute to effective knowledge management, including information and documentation management and learning & information sharing (approx. 40%)

- Support the *Governance and Confederation Development*, *Advocacy* and *Program* teams’ needs in relation to SharePoint (CAREShares – CARE’s intranet/knowledge and information management system).

- Curate and coordinate the content of the *Safeguarding, Governance, CI Code/Policy, Confederation Development* and *Partnership Hubs* in CAREShares.
- Engage and support learning reviews as related to organizational development priorities and contribute to the ongoing research on potential innovative accountability practices.
- Support the development of communication materials, presentations and reports.
- Perform any other project/activity in relation to this role's main functions, in coordination with the G&CD Director (75% Confederation Development - 25% Program).
- Support onboarding, communications and management of relevant consultancies.

TEAM:

The CI Secretariat *Governance and Confederation Development* team is primarily responsible for facilitating the evolution and transformation of the CI Confederation towards a more diverse, equitable, legitimate and relevant network, better positioned to advance CI's *2030 vision*.

Apart from supporting and facilitating Confederation-wide governance and leadership, policy development and implementation, the team's main functions include supporting Organisational Development processes; advancing CI's diversification (membership, collaborative models and partnerships); knowledge management; member engagement and accountability; and resourcing the 2030 vision.

The **Member Engagement & Accountability Officer** reports to the Director of Governance and Confederation Development and is a key contributor to the work of the broader CI Secretariat (particularly the Program Team), as well as to CI-wide collaborative efforts.

DIRECT REPORTS:

None

KEY WORKING RELATIONSHIPS:

Members of CI *Governance and Confederation Development* and *Program* teams; CI *Learning and Knowledge Management* team; Chairs of the CI SLTs and of relevant WGs; and, colleagues in CARE Members, Candidates and Affiliates working on Accountability functions.

QUALIFICATIONS:

Education: Graduate degree in organisational development, membership development, international development or equivalent qualifications and experience.

Work Experience: At least 3-5 years of relevant work experience.

Languages: Fluency in English and a second language (French, Spanish or Arabic) required.

SKILLS, EXPERIENCE AND ATTRIBUTES:

The post-holder will have excellent research and communication skills with the ability to manage complex data and reports, analysing trends, summarizing key findings, identifying lessons learned and communicating/presenting information in user-friendly and accessible ways.

The post-holder will understand a complex organisational network from the perspective of its core and through engagement with various CARE types of presence, external organisations, working groups and other related stakeholders.

Knowledge and experience:

- Good knowledge of non-profit sector, with understanding of networks, alliances or confederations highly desirable.
- Understanding and/or experience of nurturing effective engagement practice and partnerships.
- Knowledge and/or previous experience on accountability matters and systems, desirable.
- Experience working and communicating with senior-level stakeholders, and ability to summarize information effectively.
- Highly competent using and learning new technology, including collaborative technologies and virtual meeting tools.
- Ability to present information in visual, interactive forms (e.g. use of excel charts, PowerBi, graphics, simple infographics/pictographs, audio/video storytelling, interactive pdfs, prezis, etc).
- Ability to work effectively in diverse, multicultural/cross-cultural environments, with awareness of race and gender dynamics.

Core competencies:

- Self-motivated, proactive, independent worker, able to work well with a virtual team
- Flexible and able to adapt through ambiguity
- High learning agility and adaptive capacity
- Highly organised, efficient and results oriented, able to manage a fast pace of work
- Creative and dynamic, contributing ideas and suggestions to the team
- Commitment to CARE core values, mission and vision

We are committed to preventing all unwanted behaviour at work. This includes sexual harassment, exploitation and abuse, and child abuse. We expect everyone who works for us to share this commitment by understanding and working within the CARE Safeguarding Policy and related framework.

CARE International has a zero-tolerance approach to any harm to, or exploitation of, a vulnerable adult or child by any of our staff, representatives or partners. CARE International reserves the right to seek information from job applicants' current and/or previous employers about incidents of sexual exploitation, sexual abuse and/or sexual harassment the applicant may have been found guilty to have committed or about which an investigation was in the process of being carried out at the time of the termination of the applicant's employment with that employer.

By submitting the application, the job applicant confirms that s/he has no objection to CARE International requesting the information specified above.

All offers of employment will be subject to satisfactory references and appropriate screening checks, which can include criminal records and terrorism finance checks. We will seek at least two references, one of which must be your most recent employer. We participate in the [Inter Agency Misconduct Disclosure Scheme](#) and will request information from job applicants' previous employers about any findings of sexual exploitation, sexual abuse, child abuse and/or sexual

harassment during employment, or incidents under investigation when the applicant left employment. By applying, you confirm your understanding and agreement of these checks.

HOW TO APPLY

Interested and qualified candidates should submit their **CVs and a cover letter in English** to CISecAdmin@careinternational.org by **Wednesday 6th January 2021**. 1st interview to take place on **Wednesday 13th January 2021**. Only short-listed candidates will be contacted.

More Information on CARE International is available at www.careinternational.org.

CARE seeks to improve the lives of the most marginalized, particularly women and girls. Our diversity is our strength. We encourage people from all backgrounds and experiences to apply.