

Job description

Job title	Violence Against Women and Girls (VAWG) Helpdesk Manager
Location	London, UK
Reporting to	TBD
Hours	Full time, 35 hours per week
Type of contract	Fixed term, 2 years, renewable
Organisation	
<p>Options Consultancy Services Limited is a leading global health consultancy established in 1992 as a wholly owned subsidiary of Marie Stopes International. We manage health programmes that ensure vulnerable women and children can access the high-quality health services they need. We work with partners to co-create and implement locally informed solutions to complex health problems. This includes governments, development partners, NGOs, civil society and health workers. Our programming is flexible, evidence-based and politically informed. This means we adapt to changing contexts, use data to inform our decisions and ensure our approach is appropriate. Our focus is always on building local skills and systems that last.</p>	
Main purpose of job	
<p>Options is preparing to bid for the What Works to Prevent Violence Against Women and Girls: Impact at Scale (What Works II) programme. The first phase was a flagship initiative for DFID, with a major investment in research & impact evaluation to establish 'what works' to prevent violence against women and girls (VAWG), bringing together world-leading researchers. Phase I included 15 prevention interventions and impact evaluations in 12 countries, research and evaluations in fragile and conflict affected states, costs of VAWG, and cost effectiveness of VAWG prevention.</p> <p>What Works II will accelerate progress towards the elimination of VAWG through an evidence-based and scaled-up global response. Phase II is a 7-year programme that will systematically design, implement and rigorously evaluate the scale-up of violence prevention efforts (scale); pilot and test new theory-driven approaches (innovation); strengthen long-term capability and capacity to deliver cutting-edge VAWG prevention globally; and use evidence to influence a more effective global approach. The programme includes a major grant making component to scale and innovate interventions aimed at tackling social norms and preventing VAWG.</p> <p>The VAWG Helpdesk Manager will manage and oversee the helpdesk facility. The purpose of the helpdesk is to provide bespoke expert advice and build capacity on VAWG and VAC of DFID and wider HMG partners (FCO, MOD, HO) through a short-term query service alongside longer-term in-country assignments, strategic engagement and support to central policy teams. The Helpdesk Manager will be responsible for finalising the standard operating procedures for the VAWG Helpdesk, establishing a roster of experts, and responding to reactive requests whilst populating a longer-term workplan for prioritisation of more proactive work.</p>	
Main duties	
<p>Helpdesk and stakeholder management</p> <ul style="list-style-type: none"> • Oversee and manage the effective delivery of the helpdesk function • Support the development of clear terms of reference in liaison with the customer, and identify appropriate expertise to fulfil expectations • Provide and/or coordinate evidence based and well researched technical writing on a range of VAWG, VAC and gender issues in response to queries 	

- Where relevant and appropriate, directly develop timely, high quality responses to questions from the helpdesk, drawing in expertise from other members of the consortium as appropriate
- Where relevant and appropriate, coordinate timely technical input on sensitive and critical policy and programme questions
- Be the focal communication link between the helpdesk (including the roster of experts) and the donor, DFID. Establish and maintain a strong relationship, seeking feedback from clients using the helpdesk services to ensure a high quality service
- Ensure an effective and robust quality assurance process is in place for all outputs and deliverables, ensuring these are produced to a high quality and on time and in accordance with the programme's objectives and terms of reference.
- Develop and maintain an expert roster of consultants, ensuring a diverse pool of global experts
- Ensure that robust systems are developed and maintained for ensuring the quality of deliverables from consultants and other subcontractors, guaranteeing that they provide high quality cost-effective services to the programme.
- Ensure robust internal processes are developed for the quality assurance of technical products for the donor
- Maintain and develop strong relationships with external and internal consultants, building the roster over time and ensuring increased representation of experts from the Global South
- Coordinate learning activities and events across HMG departments
- Identify opportunities and facilitate contributions and inputs from women's rights organisations and local partners
- Manage the helpdesk function, including tracking inputs and outputs, liaising closely with the programme manager to facilitate timely payment of experts.

Line management

- Line management responsibilities for one Helpdesk Officer
- Mentor, coach and support the officer to ensure they are motivated and performing; conduct regular appraisals in line with Options' processes

Coordination with the wider programme

- Oversee coordination and engagement with the wider What Works II programme team
- Engagement with the external engagement and influencing team, ensuring learnings and evidence are packaged to different audiences and communicated widely (where appropriate and agreed) to influence policy uptake as well as broader investment in preventing VAWG
- Support the What Works engagement and influencing agenda/team with expert technical knowledge, research and written documents

Technical expertise

- Ensure that all products are grounded in existing and emerging evidence and that programme lessons feed into helpdesk products

Note: this job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the job holder.

Signed by:

Date:

Person specification

Criteria	Essential	Desirable
Qualifications		
Postgraduate degree in relevant subject area, such as international development, gender studies or social anthropology	✓	
Experience		
Experience or demonstrated interest working on gender, women's empowerment, VAWG programmes and campaigns and social norm change	✓	
Experience in the management of teams, including managing inputs from independent international consultants	✓	
Experience in developing and maintaining successful relationships with a diverse range of organisations to facilitate wider inputs	✓	
Demonstrated programme management experience, or experience of coordinating the provision of high-quality outputs in short turnaround times	✓	
Demonstrated experience of providing quality assurance to technical outputs (ideally in the VAWG, VAC, Women's empowerment sector)		✓
Experience of producing high quality written outputs to communicate to a variety of audiences		✓
Experience working successfully within a diverse team, including research practitioners	✓	
Skills and attributes		
Management and coordination of multiple stakeholders	✓	
Technical understanding of VAWG prevention	✓	
Programme and project management skills	✓	
Strong verbal and written communication skills	✓	
Understanding of the social norms, attitudes and power dynamics that underpin VAWG		✓
Technical writing and research skills, ideally on VAWG and gender related issues	✓	
Other requirements		
Strong understanding of, and personal commitment to women's and children's rights	✓	
Ability to travel locally and internationally as required	✓	
Commitment to Equal Opportunities	✓	
A commitment to the programme's and Options' principles of Safeguarding, Do No Harm, and to comprehensive sexual and reproductive health and rights	✓	