**National Society Development, Membership Services Coordinator**

**Organizational Context**

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world’s largest humanitarian organization, with a network of 191-member National Societies. The overall aim of the IFRC is “to inspire, encourage, facilitate, and promote at all times all forms of humanitarian activities by National Societies with a view to preventing and alleviating human suffering and thereby contributing to the maintenance and promotion of human dignity and peace in the world.” The IFRC works to meet the needs and improve the lives of vulnerable people before, during and after disasters, health emergencies and other crises.

The IFRC is part of the International Red Cross and Red Crescent Movement (Movement), together with its member National Societies and the International Committee of the Red Cross (ICRC). The work of the IFRC is guided by the following fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

The IFRC is led by its Secretary General, and has its Headquarters in Geneva, Switzerland. The Headquarters are organized into three main Divisions: (i) National Society Development and Operations Coordination; (ii) Global Relations, Humanitarian Diplomacy and Digitalization; and (iii) Management Policy, Strategy and Corporate Services.

The IFRC has five regional offices in Africa, Asia Pacific, Middle East and North Africa, Europe, and the Americas. The IFRC also has country cluster delegation and country delegations throughout the world. Together, the Geneva Headquarters and the field structure (regional, cluster and country) comprise the IFRC Secretariat.

As part of the Secretariat, the Country Cluster Delegation in Bishkek, Kyrgyzstan is working closely with five Red Crescent National Societies including Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan and has offices in Kazakhstan, Kyrgyzstan, Tajikistan and Turkmenistan. The position will be based either in Almaty, Kazakhstan or in Dushanbe, Tajiksitan with travel to the other four countries under the coverage of the Country Cluster Delegation, with the technical reporting line to the Head of Membership Services in the Regional Office in Budapest. The duration of current position is twelve (12) months with a possible extension.

**Job Purpose**

The NSD, Membership Services Coordinator:

* Provides technical support on development activities tailored to NS specific needs and context in line with IFRC’s global policies and standards.
* Ensures close links between NS development and programming support, working closely with other regional coordinators and delegates of IFRC as well as Movement partners.
* Works in a very close everyday coordination with the entire Central Asia Country Cluster Delegation team and Membership Services Unit, Regional office of Europe.

The ultimate aim is to assist the National Societies to have required capacities and capabilities for operational effectiveness in emergencies and crises across their countries in line with their auxiliary status to public authorities in the humanitarian field, including inter-alia image, presence, financial sustainability, human resources.

**Job Duties and Responsibilities**

* Work closely with the Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan Red Crescent Societies and Red Cross and Red Crescent members (Partner National Societies) to support the development and the implementation of the Development Plans for every NS in the Cluster and to coordinate required technical expertise from within the membership and external actors.
* Support the alignment and coordination of technical capacity building in the areas of logistics development, cash preparedness, CEA/RCCE, resource mobilization, shelter, communications, health and disaster management with the respective technical experts at Cluster and regional level.
* Ensure effective linkage between the IFRC development and program activities through close collaboration with IFRC responsible program staff.
* Support NS in launching the long-term approach to support Branch and Volunteering development actions of the NSs using the existing IFRC branch development tools.
* Mobilize required expertise from within the IFRC network as required to support volunteer development process in National Societies.
* Ensure volunteer management and youth engagement activities of the NS supporting and guiding development of innovative approaches to foster growth in volunteering, ensure development/reviewing of NS Strategies, policies, procedures and relevant mechanisms, supporting conduction of appropriate coaching and trainings.
* Provide technical support in organizational development, including through analysis of needs and implementation of subsequent plans by applying existing IFRC tools.
* Coordinate support to configure and use relevant databases (on volunteers, beneficiaries, members and donors) by the NS staff.
* Support identification of potential organizational gaps (structures and systems) which could hinder the delivery of humanitarian assistance based on field information and develop possible appropriate solutions.
* With support from IFRC secretariat and Partner National Societies` technical experts identify, apply, and develop (if not existing) practical tools on NSD-related support to the operation, including emergency procedures for volunteering, HR, finance, logistics etc.
* Provide technical support towards strengthening HR management and development, including through identifying and managing required expertise.
* Coordinate the provision of the expertise for the development of contemporary financial management and accountability systems, including financial risk management, supply chain management system procedures and systems.

**Job Duties and Responsibilities (continued)**

* Support the cluster delegation in establishing the NSD working group with the participants of five Central Asia National Societies` technical focal points, in order to improve the NSD Coordination in Central Asia, ensure meetings are planned and held regularly and decisions and recommendations proposed by the Group are followed through.
* Ensure coherence and provide coordination between the RCRC Movement partners to identify a unified approach to strengthen the capacity of the NS based on its needs.
* Promote inclusion of development / capacity building actions of the NSD plan into all current and future program/project budgets both emergencies and longer-term.
* Support the National Society in bridging the digital divide and ensure that information management and data security are in place.
* Contribute to the National Society knowledge sharing and facilitating peer support, promote learning and support piloting innovative initiatives.
* Facilitate support on NS legal base revision and NS Policies development..
* Support the NS in adopting the cross-cutting policies (e.g. on prevention of fraud and corruption, prevention of sexual exploitation and abuse, child protection etc.) to the local context.
* Ensure close coordination with Strategic Partnerships and Resource Mobilization Team in Budapest to support the NS in building its financial sustainability through the development of domestic resource mobilization function.
* Facilitate resource mobilization for organizational development and related areas and manage the budget.
* Ensure that planning, budgeting and reporting in all areas of responsibility are carried out in a timely and appropriate manner in accordance with the IFRC requirements, formats and standards.

**Education**

**Required:**

* Relevant university degree or extensive professional experience in related field
* Background in non-profit management and consulting

**Preferred:**

* Basic Delegates Training Course or equivalent knowledge

**Experience**

**Required:**

* Experience in organizational development,  capacity building, volunteer management and/or community development in cross-cultural and diversity-sensitive environments
* At least 3 years of relevant professional experience of progressive career development and growth
* Knowledge in financial management and in project design, budget, monitoring, evaluation and reporting

**Preferred:**

* At least 3 years of relevant professional experience of progressive career development and growth, working in the RC/RC Movement
* At least 3 years’ experience of mentoring, coaching and managing staff
* Experience in management at senior level and/or in consulting and facilitating organizational development in a National Society or similar voluntary organization
* Experience in development of fundraising strategies and resource mobilization
* Working knowledge of IFRC’s Organizational Development and volunteer development policies and tools including the NSD Framework, National Society Strategic Planning and National Society Self-Assessment

**Knowledge, Skills and Languages**

**Required:**

* Proven analytical skills and the ability to think strategically
* Sound knowledge in financial management and in project design, budget, monitoring, evaluation and reporting
* Ability and track record working with and inter-relating to the leadership of the National Societies and supported organizations
* Ability to work with due sensitivity in a multi-cultural environment and virtual or/and dispersed teams
* Skills in coaching, mentoring and training
* Excellent negotiation, consulting and management skills
* Teamwork and trust-building for inclusive National Society relations
* Focused on quality and standards, results and accountabilities
* Fluently spoken and written English
* Fluently spoken and written Russian

**Preferred:**

* Good command of another IFRC official language (French, Spanish or Arabic)

**Competencies, Values and Comments**

**Values:**Respect for diversity; Integrity; Professionalism; Accountability  
**Core competencies:** Communication; Collaboration and teamwork; Judgement and decision making; National society and customer relations; Creativity and innovation; Building trust