**Position: Field Operations Manager - Lesvos**

**Contract duration**: 12 months (renewable)

**Location**: Lesvos - Greece

**Starting Date**: ASAP

**Status:** Full Time

Background on SolidarityNow

SolidarityNow (SN) was founded in 2013 upon an initiative of the Open Society Foundations (OSF).

SN is a network of people and organizations working together to alleviate the suffering of those worst affected by the socio-economic crisis.

Until now SN has supported and funded over 70 projects around Greece in the areas of legal, medical, psycho-social support, education and culture, job-creation amongst others.

SN’s initial intervention took place in the wider area of Thessaloniki and Athens through Solidarity Centers; these are “one stop shops”, hosting a variety of civil society organizations and covering a wide range of relief and context-related services and actions (i.e. medical aid, legal and psycho-social support, employability support, human rights monitoring, promotion, protection and advocacy).

SN is also greatly involved in the recent emergency response related to refugees and migrants arriving in the country. During summer 2015, SN was the only donor that allocated a total of more than 6 million euros for a blend of projects raising from emergency response to medium and longer term concepts as migrants’ integration and anti-trafficking.

Solidarity Now Response to Population on the Move Crisis

“What is unfolding today in front of Greece, Europe, and the whole world is not a refugee crisis. It is a crisis of solidarity”.

Considering the urgent needs of displaced people as they arrive in Greece, “SolidarityNow” supports the implementation of programs with donations exceeding 10 million euros.

The projects and actions have been chosen to offer assistance to these populations through emergency services and by following a holistic approach. Among them, are projects of direct support towards the Asylum and First Reception Service, the communication and advocacy efforts of MSF, the operation of the MDM-Greece Polyclinic in Patra where the Regional Asylum Office for Western Greece is also co-sheltered and the National Rapporteur on trafficking. These programs give priority to the immediate relief of refugee and migrant populations while also supporting advocacy and awareness-raising activities in an effort to promote an effective response to needs, as they arise. Finally, they balance support between civil society organizations and state actors.

“SolidarityNow” supports 24 programs in total to meet the needs of the Populations on the Move.

* Health: 6
* Legal Support: 4
* Housing, Relief & Necessities: 8
* Information & Protection: 4
* Advocacy & Awareness: 2

Programme Context

Since Greece’s entry points became the playing field of a refugee crisis, SN has been intervening by supporting a number of state and non-state actors on the ground in the Dodecanese and North-Eastern Aegean islands that are most under pressure (Lesvos, Kos, Chios, Leros, Tilos), as well as Athens, Thessaloniki and the Northern Greek borders. The support offered ranges from psycho-social support to People on the Move, distribution of NFIs, short term accommodation or shelter, supporting the national asylum service and the first reception center, and reinforcing the protection of vulnerable groups amongst others.

Athens and Thessaloniki represent the two urban points of transit in Greece in the refugee crisis; recently, they have also become the two main locations for temporary accommodation. At the moment, 20,000 people are stranded in Greece while the FYROM border remains marginally open. Still, Lesvos remains the main gate of entry. And while progress has been made, temporary accommodation needs remain uncovered by large. SN has maintained presence in Lesvos through the deployment of one senior field advisor. As well, SN has proceeded to small direct donations to local actors (“Village of all together”, Hliachtida, coast guard). Last but not least, SN has funded a number of civil society actors/NGOs response at the island. For example, SN has funded an emergency IRC project including protection elements and MDM-Greece emergency project including primary health care, NFIs distribution and needs-tailored support. SN has maintained close contact with the Mayor of Lesvos, the state coordinator and UNHCR.

Through this cooperation and following a ground assessment, SN managed to locate a private site nearby the port and city of Mytilene and only 3.5 klm from the hotspot of Moria II.

Aiming to provide relief to refugee and migrant population landing on Lesvos Island, SN has earmarked a total of EURO 1 million in order to transform the space into a temporary accommodation center providing accommodation and basic care to ~ 40,000 refugee and migrant Populations on the Move, in Lesvos within one year.

The creation and functioning of “Moria II” temporary accommodation transit camp primarily targets people awaiting or following registration in Moria I hotspot, in the intermediate / few days phase. The transit camp shall operate in Larsos Region, 3.5 Klm from Moria I hotspot having as primary objective to accommodate, protect and provide access to a basic package of relief and care services (i.e. shelter, food, non-food items, access to sanitary facilities) to the hosted population. It is to be noted that accommodation pre-supposes also the provision of basic Primary Health Care and Protection Services for prioritizing the most vulnerable cases. While the project’s target population is the People on the Move, in need of basic accommodation, the camp will maintain an open door policy without restriction among the hosted. SN shall manage the transit camp, while services will be provided by Implementing Partners.

**Position Summary**:

The Field Operations Manager is expected to overview the general planning, implementation and function of the Solidarity Now Temporary Accommodation Center in Lesvos, as well as to link up the Center’s Capacity to the observed needs of the wider area.

The position shall require frequent travelling in the island, among different islands and between Lesvos and Athens. Occasional travelling to close destinations might occur, mainly for assessments, coordination networking, training, PR/ communication related activities etc.

The ideal candidate is a hands-on genuine troubleshooter with strong crisis management capacities, able to easily communicate and persuade authorities, partners, suppliers and staff. (S)he is resourceful and has strong analytic, observation and practical capacities; (s)he is thus able to significantly contribute not only to the achievement and success of the project at hand but also to the creation of others. Strategic thinking alongside applied methods of efficient programme management are the two main characteristics of the ideal candidate. Last but not least, the post requires a high level of personal skills and capacities: motivation, stamina, calmness, compliance, integrity and ability to adjust are necessary. The field operations manager is to lead by example and build consensus even at times when this seems impossible.

**Reporting Lines and Hierarchy:**

(S)he is accountable and reports to the Head of Programmes (HoP) in Athens.

For technical and financial issues (s)he also reports to the Finances and Operations departments in Athens Headquarters (HQs).

**Overall Responsibilities**

* Overall responsible for the core services (i.e. shelter, protection, nutrition, basic care) and smooth function of the Center;
* Overall responsible for the overview and coordination of the supportive services implemented in Solidarity Now Camp in Lesvos;
* Real Time assessing the needs of target population, plan accordingly adapting function and priorities of the Center;
* Closely working and interacting with Local Authorities, National and International actors providing relief services in the island as to ensure optimum cooperation.

**Planning- Supervision- Coordination**

* Design, adapt and overview the general function of the Center and supervise the smooth cooperation of actors providing services within;
* Overall responsible for the management of the SN team running the Core Services of the Center (Registration – Accommodation – Basic Care & Protection);
* Build a comprehensive package of Camp Operations Guidelines;
* Plan and overview the implementation of the “in and out system” of the Center and adapt this to the migration flows so as to ensure shelter and basic care for the population anticipating registration in Moria I hotspot or departure from the island;
* Prepare and modify according to needs: In and Out System of the Center
	+ Supervise the registration and logistics team in applying the system in place
* Supervise and coordinate the Supportive Services (health, child protection etc.) and the smooth cooperation of Implementing Partners providing them;
* Maintain close collaboration with Hellenic Police, Ministry of Migration and Municipal Authorities so as to ensure optimum use of the Center’s Capacity;
* Design and built up project proposals for expansion, reorientation or modification upon HoP request;
* Represent SN at the field level: Closely collaborate with the HoP for representation and security related matters;
* Budget management & control.

**Log-Admin Responsibilities**

* Supervise the financial and administrative aspects of the Center’s work in accordance with the SN Standard Operating Procedures;
* Closely collaborate with the SN field team members (i.e. logistics and technical staff) for purchases, maintenance and technical work needed;
* Approve and supervise relevant operations and inform HQs accordingly;
* Approve and vigorously monitor all guidelines, rules, regulations and practices relevant to Center’s function.

**Human Resources**

* Supervise, direct and inspire the SN core implementation team consisted by logisticians, registration officers, social scientists and other staff;
* Constantly building up staff and partners’ capacity through mobilization, guidance, coaching, on the job trainings, exchanges, etc.;
* Design the shifts of the core staff in the Center in collaboration with the senior logistician and pre-approve any modification;
* Evaluate SN team-on-site performance and pre approve leaves;
* Launch and follow up recruitment procedures for new staff -if and when necessary- in close cooperation with HQs in Athens;
* Draft performance appraisals of staff and contribute to the organizational development of the team on site as well as of SN in general.

**Reporting**

* Drafting and submitting progress and other reports as per schedule and request by HoP.

**Other Tasks**

* Plan and participate in field assessments (mainly) in Lesvos and Eastern Aegean;
* Through regular follow up contribute to a real time monitoring of the flows and needs of People on the Move;
* Contribute to the conceptualization, preparation and planning of additional projects in close cooperation with the Programming Dpt;
* Participate to the drafting of project proposals, amendments, ToRs and other relevant technical and programme documents.

**Required qualifications and skills**

**Essential**

* MA and/or University Degree preferably in Social Sciences, Migration studies, International Relations, Business Administration and/other related fields (humanities, finances). Absence of a relevant degree may be substituted by a combination of hands on, previous, extensive (i.e. over 5 years) experience;
* At least five (5) years of progressively responsible humanitarian and development work with national and international NGOs;
* Experience in working and negotiating with instructional national and international donors (e.g. EC AMIF, EaSI, ECHO, Hellenic Aid/YDAs, DFID, EuropeAid, USAID etc.) at the field level;
* Proven track record of managing and/or participating in humanitarian projects at the field level, including working with Populations on the Move;
* Field-based project management/ implementation experience and familiarity with the civil society space and actors in Greece;
* Experienced in Start Up Logistics;
* Strategic thinking /planning skills;
* Strong writing and presentation skills;
* Strong negotiation skills;
* Good interpersonal & communications skills;
* Pro-activeness and integrity;
* Computer literate & numerate;
* Stamina and ability to act in short deadlines and under pressure;
* Ability to work unsupervised;
* Conflict resolution ability;
* Ability to lead and facilitate the bonding of a diverse team in a short period of time;
* Fluent in Greek and English (both written and spoken); still in case of suitable international candidates, SN may eventually appoint a non-Greek speaker for the post.

**Desired**

* Technical knowledge of Camp Coordination & Camp Management (CCCM) is a strong plus
* Actual Camp management experience is a strong plus;
* Previous experience in managing structures (i.e. shelters etc.) is a strong plus;
* Media representation experience ;
* Knowledge of UNOCHA Cluster system or previous experience in working in a crisis managed by UNHCR.

If you are interested in applying, please send your CV and motivation letter to recruitment@solidaritynow.org by March 18th, 2016 (EOB), mentioning in the email subject “FO Manager\_Lesvos”.

SN is an equal opportunity employer. Persons with disabilities and from vulnerable and disadvantaged groups are strongly encouraged to apply.

Due to the urgency of recruitment, SN reserves the right to complete the process even before the deadline for CV submissions.