

# ROLE PURPOSE



**Role Title:** Cluster Support Officer

**Division:** Global Programs

**Location:** Kenya

**Date:** July 2024

**Employment type:** Full time

**Reports to:** Cluster Director

**Number of direct reports:** 0

**Leadership Band:** Self

## Purpose of the role:

The Cluster Support Officer will provide all necessary coordination and administrative support to the Cluster Director and Cluster SMTs (Senior Management Teams) to effectively discharge their function and contribute to freeing up-time their valuable time for greater strategic global, regional and National engagement. In addition, the officer will be the primary liaison interface of the Cluster Senior Management Team (comprising of Cluster Director and Country Managers in Rwanda, Uganda, Tanzania and Burundi) with Country Offices (COs) and FHF Head Office coordination teams. Additionally, in Kenya the role will support in setting and coordinating external meetings that includes senior officials in the Ministry of Health (MOH)/government, county governments and partners.

The **Cluster Support Officer** will own the following outcomes:

### 1. Liaison and Coordination Support:

- Provide administrative and coordination support to strengthen coordination of the tasks and engagements between the Cluster SMT and global teams.
- Establish and support the cluster SMT to coordinate the implementation of their joint workplans and shared tasks.
- Support the Cluster SMT in preparing and organizing its meetings, including reporting and follow up with other relevant country and global teams.
- Contribute effectively to inter-cluster coordination forums and cooperate with other clusters, and other relevant teams (as appropriate) in planning, coordination, and operational activities.
- Compile technical feedback from countries and cluster stakeholders into relevant products as per cluster stakeholders /requirements, in coordination with the cluster SMT.

### 2. Administrative and logistical Support:

- Provide administrative and logistical support to the Cluster Director to free up time for greater strategic global, regional and national engagement.
- Keep a close and frequent relationship with the Cluster Director to ensure effective coordination of the Cluster SMT and the implementation of decisions made by the Cluster SMT, and act as the liaison and coordination person.
- Provide technical support also to other cluster SMT and country/cluster working groups, based on his/her specific technical expertise.
- Contribute to the design of, and participate in, cluster and country level learning events, quarterly reviews, workshops as guided by the Cluster Director and cluster SMT.
- Advise and engage with cluster SMT members, upon request, in support of their operational activities (scheduling meetings, filing and documentation, following up on completion of agreed actions from meetings or reports etc.)

### 3. Governance Support:

- In liaison with the global Governance team and the Cluster Director and/or country manager support planning, coordination, logistics, administration, and documentation for relevant FHF governance meetings as required.
- With the support and training of the global Governance team, work with the Cluster Director and Chair to set agendas, co-ordinate papers and take minutes for FHF Kenya Board meetings including travel arrangements for meetings were in person.
- Liaise with local governance adviser, and Kenyan NGO Board (now Public Benefit Organizations Regulatory Authority) for signing and submission of Board meeting minutes and compliance forms including for director and officer onboarding.
- Respond to specific governance requests (e.g. Board, PPC, ELT, etc.) to or from Cluster SMT either assisting them directly or directing them to relevant teams or collaborators.
- Act as the liaison person for the cluster SMT and other clusters SMTs and global leadership teams and collaborative working groups.

## Our Capabilities:

**As a member of The Foundation Family, you will:**

- Live by the values of The Foundation and support The Foundation's culture, performance and brand.
- Adhere to all The Foundation's policies and procedures.
- Strengthen the health, safety and well-being of all/look out for the well-being.
- Lead, collaborate and contribute to all interactions.



## Essential Experience:

- At least 5 years of work experience in programs coordination support at country or regional office level.
- Excellent multi-cultural and interpersonal skills and a willingness to learn from others at all levels (country, cluster, and global)
- Ability to lead and participate on teams and to work effectively in a team-oriented, multicultural, matrix management environment.

**Skills:**

- Team spirit and excellent interpersonal relations.
- Excellent communication skills- (ability to understand and be understood, diplomatic skills) including the ability to effectively communicate through multiple mediums.
- Ability to multi-task and work collaboratively with diverse teams
- Flexible and ability to prioritize a variety of complex evolving tasks.
- Fluent in English language, good writing skills.
- Excellent planning and analytical skills.

**Desirable Experience:**

- Experience supporting the health/public sector - Ministry of Health (MOH), County Government.
- Experience in international development & Not-For-Profit sector.
- Detail oriented and strong sense of commitment and a willingness to learn.

**Qualifications:**

Degree or equivalent in Social Sciences, or Project Management or equivalent related work experience

**Travel:**

Occasional domestic and international travel

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details

**The position involves:**

This position is recognised as having “Contact with Children” either direct or indirect (note: all positions are classified as having indirect or incidental contract with children)

**Additional Responsibility:**

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.

**To work in The Foundation, you will:**

- Be eligible to work in Australia and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions that are identified as working with children