



Linking local priorities to global challenges

Coordinator

Job details

Group	Strategy and Learning Group
Reports to	Director, Strategy and Learning
Responsible for	N/A
Purpose of job	Carry out coordination activities to facilitate the smooth running of the Strategy and Learning Group's areas of responsibility
Main contacts	Internal: Strategy and Learning Group staff, Coordinator and Core Group, Finance Team, IIED staff External: Donors, consultants, partners (individuals and organisations), contractors and suppliers
Contract type	Permanent
Hours	Full time
Location	Central London
Grade and salary	Grade 5 - £30,877 – £33,978p.a. depending on experience (up to £38,317 for exceptional candidates) plus benefits

Context

IIED is a policy and action research organisation. We promote sustainable development to improve livelihoods and protect the environments on which these livelihoods are built. We specialise in linking local priorities to global challenges. IIED is based in London and works in Africa, Asia, Latin America, the Middle East and the Pacific, with some of the world's most vulnerable people. We work with them to strengthen their voice in the decision-making arenas that affect them — from village councils to international conventions.

IIED is going through an exciting time of developing a new five-year strategy (2019-24). The postholder will be closely involved in supporting work across the organisation to implement the new strategy and secure the resources needed to make this possible.

This role is based in the Strategy and Learning Group which is made up of 2 teams:

The **Business Development Team** is responsible for all aspects of liaison with institute-level donors; support to Groups in managing relationships with existing funders; implementation and improvement to IIED's fundraising strategy; and exploration of new business opportunities.

The **Monitoring, Evaluation and Learning Team** is responsible for institute-level systems for setting targets and capturing results from our work; ensuring that IIED is a learning organisation; and engaging in broader external discourse on effective M&E and learning for the development and policy research sectors.

The teams are made up as follows, led by the Director of Strategy and Learning:

Business Development (BD) Team

Head of Business Development
2x Bid Support Managers

Monitoring and Evaluation (MEL) Team

Monitoring and Evaluation, Accountability and Learning Manager
Senior Fellow
MEL Advisor on Gender and Sustainable Development
MEL Advisor on Climate and Environment
MEL Officer

Work across SLG's responsibilities

Director, Strategy and Learning
Project Manager

Main responsibilities

Provide all-round administrative support to the Strategy and Learning Group and cross-organisational initiatives as required. Tasks to include:

Manage SLG budgets and support management of framework funding budgets (25%)

- Prepare, update, monitor and maintain SLG budgets including the reconciliation of quarter-end profit and loss reports, liaise with project managers, the Finance Team, and SLG staff as required.
- Work with Director, SLG and Finance Team to prepare financial reports and budgets for institutional donors, as required.

Business Development Team (35%)

- Provide general support to the Head of Business Development and Bid Support Manager on the production of high quality funding proposals.
- Assist researchers and coordinators with gathering all the information and contributions required to complete application documents prior to submission.
- Develop and maintain reference templates for bid support as well as the wider business development function.
- Maintain central store of bid support information and update accordingly.
- Under direction of the Head of Business Development and Bid Support Manager undertake research into priority funders and potential partnerships
- Track funding channels on an ongoing basis in liaison with Head of Business Development and Bid Support Manager

Group Support (20%)

- Coordinate Group meetings, take minutes and follow up with actions from the previous meeting
- Coordinate SLG updates for 'Tea and News' (an informal, organisation-wide information exchange held on Tuesday afternoons). Organise the catering and set-up when it is SLG's turn on the rota.
- Complete day-to-day financial tasks including assisting with Group expenses, Barclaycard and invoice processing.
- Support to cross-organisational projects to be identified as required.
- Support SLG staff in the use of IIED internal knowledge management systems, including: Office 365, Microsoft Dynamics CRM, Access Focal point and Dimensions (IIED's Enterprise Resource Planning system).
- Maintain and update SLG's contacts on CRM. This will include keeping records of event attendees, mail outs to contacts, data entry, reviewing and deleting old records
- Provide Group with general administrative and logistical support as required.
- Plan and prioritise own work activities, responding to line manager and colleagues' requirements.

Event Management (10% - this will increase in the run up to events)

- Work with relevant staff to organise internal and external IIED meetings efficiently and cost effectively. Events to include the annual staff 'No Fly Week' retreat, regular 'Critical Themes' and annual 'Donor Dialogue'.
- Provide all-round communications, logistical and administrative support prior, during and after events take place. Specific tasks to include:

- selecting and liaising with venues and caterers;
- managing invitee lists and communications with participants;
- making travel, visa and accommodation arrangements for IIED staff and partners;
- producing any flyers and event materials using branded templates, formatting meeting papers and PowerPoint presentations
- attend events as required.

Information, communication and networking (5%)

- Update Group, Team and Project pages on the IIED intranet and website.
- Act as Power User for SharePoint (IIED's intranet platform), attending Power User Group meetings, proactively seeking ways to use SharePoint to support work of the Group and act as first line support for queries from users in SLG.
- Act as Super User for Microsoft Dynamics CRM, providing first line support to users in SLG, attending Super User Group meetings and supporting the institutional adoption of CRM
- Work with Internal Communications Steering Group to ensure timely and clear communication of institutional information

Contributions to institutional life (5%)

- Taking minutes at Operational Management Team (OMT) meetings; distributing minutes as required.
- Participate in the IIED-wide coordinators and core group (COG)
- Participate in group and cross-organisational activities as required.
- Participate in organisation-wide projects, initiatives or working groups for the development, implementation or improvement of systems and processes where required.
- Use and update IIED databases and information platforms for own portfolio of projects.
- Communicate and respond to queries to support internal communication and contribute to intra-group coordination.

Person specification

Skills and experience

	Essential	Desirable
Qualifications	Educated to university degree standard or equivalent level of education	
Knowledge	Excellent knowledge and experience of Microsoft office software (Excel, Word, Outlook) Knowledge of budget and financial management	Familiarity with Office 365, SharePoint and/ or Microsoft Dynamics CRM
Experience	Work experience in an administrative role Confident with financial administration Experience of databases	Experience of event organisation Comms experience
Skills	Fluency in English and good oral and written communication skills. Minute taking Ability to organise and manage time, to balance multiple and/or conflicting demands. Ability to coordinate and support diverse teams. Commitment to team working. Accuracy and attention to detail Ability to liaise with a diversity of partners, donors, stakeholders and audiences at different levels and remotely	

Behavioural competencies

Competency	Description	Level required
Delivering excellence	A concern for delivering high quality work and improving performance. Consistently looks for ways to add value to colleagues, partners and stakeholders	3/2
Flexible thinking	The ability to understand and appreciate issues from a wide range of perspectives and adapt one's thinking and approach based on this understanding	3
Initiative	Thinks ahead and takes decisive action to make the most of opportunities and avoid future issues	3
Integrity and commitment	Demonstrates a commitment to the values of IIED and acts in the best interest of the organisation and its partners / stakeholders	3
Understanding contexts	An ability to understand the organisational, political and cultural context within IIED and across other organisations / political bodies	3
Working collaboratively	A desire to work cooperatively with others to maximise the effectiveness of IIED, build knowledge and understanding and minimise duplication of effort	3/2