



Linking local priorities to global challenges

Group Manager: Human Settlements

Job details

Group	Human Settlements Group
Reports to	Group Director
Responsible for	Group Senior Coordinators / Coordinators, as relevant
Purpose of job	Provide operational management to the Human Settlements Group, and work alongside the Group Director to support strategic management of the Group. Act as the primary interface between the group, the Operations Management Team, and Core Teams.
Main contacts	Internal: Group Director, Team Leaders, Group Coordinators, Group Accountant, HR Manager, Communications Group, Operations Management Team, Core Services. External: Group's partners, consultants, collaborators, donors and targeted audiences; the general public.
Contract type	Permanent
Duration	NA
Hours	Full time – 35 hours
Location	Central London
Grade and salary	Grade 3, £42,924 - £53,374 depending on experience, 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.

The role is based in the Human Settlements Group at IIED, which has worked on urban environmental and poverty issues since the 1970s. The group aims to support more equitable and sustainable development in urban centres in low- and middle-income countries. Our poverty focus is vital and informs everything we do because people on very low incomes, living in slums or squatter settlements, are the most vulnerable to environmental challenges. Our work has always been developed with partners, ensuring that it is rooted in the concerns of urban residents and practitioners, while contributing significantly to global research and policy debates. More information on the work of the Group is available at <http://www.iied.org/human-settlements/home>

Main responsibilities

This is a critical role to ensure the effective operation of one of IIED's four Research Groups. Working closely with research and coordination colleagues, the post holder will support the development and implementation of strategic goals, manage staff and consultants, and facilitate the effective functioning of the Group. The role of Group Manager at HSG is a strategic and evolving management role. While there will be a strong focus on research project management at the start, we expect that as the group continues to grow, the Group manager position will evolve into a key leadership and management role, focusing on coordinating and growing the group.

1. Leadership, management and coordination (25% of time)

- Ensure the effective and consistent application of institute-wide systems and processes for internal communication, quality control, knowledge management, project management, M&E, etc. at group level. This includes creating and maintaining procedures, key targets and indicators that respond to the group's specific objectives, needs and requirements in line with established institutional frameworks.
- Line manage group coordinators; supervise and mentor other colleagues, interns or collaborators.
- Deputise for the Group Director in internal meetings.
- Plan, organise and oversee the smooth running of work activities and operations of group and project portfolio. This will include the management of individual projects.
- Lead on project management of own project portfolio and manage personal administrative tasks related to own work.

2. Budget and financial management (25% of time)

- Monitoring income and spending on group resources, collating evidence and acting as an interface between the Group Head, the Team Leaders, Coordinators, the Finance Group and other colleagues.
- Monitoring group financial position on a quarterly basis, identifying issues, highlighting the main factors indicative of the financial health of the group, and making recommendations with regard to quality control.
- Monitor and analyse financial stability and prepare decisions, provide advice, and foster clear internal communication for group leaders on long-term financial planning.
- Provide instructions and guidance for implementing decisions made by Group Director or Finance and prepare internal communication for the Group Director as needed.
- Create, manage and monitor multi-year complex budget for own project portfolio and supervise budget management, maintenance and monitoring undertaken by others.

3. Business development and fundraising (20% of time)

- Work as part of a team with Group Director, team leaders and Business Development colleagues to design, develop and deliver business development and fundraising strategies.
- Monitor and analyse fundraising plans in relation to group objectives, financial stability, and co-funding requirements.
- Oversee the preparation of group's concept notes, bids and proposals, including supporting specific proposals (technical and financial) as required.
- Lead on the administrative and financial matters related to the preparation of group or cross-group proposals, ensuring compliance with internal processes and external requirements.

- Lead on (where relevant) monitoring compliance with donor contracts at the group level. Prepare, or delegate to others, the preparation of subcontracts, contracts and donor reports as appropriate for own group or project portfolio.

4. Group Strategy (10% of time)

- Work alongside the Group Director to plan, organise and oversee the smooth running of work programmes and activities for implementing the group strategy and the overall institutional strategy.
- Assist group leaders with building, developing and implementing specialist strategies and functions such as: business development, capacity building, communications, compliance, fundraising, knowledge management, organisational learning, M&E, organisational development, partnerships, procurement, project management, quality control, and strategic planning.

5. Communications, liaison and outreach (10% of time)

- Build, maintain and further develop the Group's partnerships and working relationships with donors and other stakeholders at different levels to foster collaboration and build capacities.
- Steer the Group's internal communication.

6. Contribution to institutional life (10% of time)

- Coordinate group response to feedback, requests or consultations from other areas of IIED.
- Act as the liaison between the group and IIED Core Services, Finance and Communications.
- Participate in group and IIED-wide strategic meetings, projects, initiatives and working groups as required.
- Be an active member of the coordinators and core group (COG) and Operational Management Team (OMT).

This job description defines the level of responsibility and areas of involvement of the post; the details of the duties may change over time and do not form part of the contract between IIED and the post holder.

Person specification

Skills and experience

	Essential	Desirable
Qualifications	Relevant postgraduate degree, or a relevant degree and formal training qualification	Project management qualification
Knowledge	Understanding of the processes, debates, actors and institutions linked to the work of the group Understanding of internal communication. Excellent knowledge of Office software (word processing, spreadsheets, presentation software, databases and communications)	Knowledge of project management, financial and/or communications specialised software packages
Experience	Substantial professional experience in similar or related roles. Proven experience of working with multiple and diverse teams, including senior staff,	Proven experience of managing diverse teams.

	coordinating and monitoring the delivery of strategic goals and objectives	Experience of marketing and audience development through a range of communications channels – print, digital, social media
	Experience of preparing proposals to attract funding.	Experience of identifying and managing the preparation of successful funding proposals.
Skills	Very good oral and written communication skills: Fluency in English to convey complex messages in a clear, concise and effective manner to different audiences. Experience of writing and editing others' work.	Working knowledge of another relevant international language
	Ability to develop and manage relationships with various partners, donors, stakeholders and audiences at different levels and internationally	Experience of working in an international context.
	High level of analytical, synthesis and problem-solving skills	
	Ability to prioritise work effectively for self and others. Ability to balance conflicting demands and tight deadlines without close supervision	
	Proven management skills: <u>Operations</u> : hands-on experience of supporting whole organisational units. <u>People</u> : ability to support, develop and maintains diverse teams; to coordinate, supervise and develop others. Commitment to mentoring and team working. <u>Budgets</u> : direct experience of creating and maintaining complex budgets. Ability to interpret financial information and to manage and monitor budgets. <u>M&E</u> : experience of designing M&E and quality control systems for groups, projects and teams. Experience of monitoring and evaluating outputs.	Coaching and mentoring experience.

Behavioural competencies

Competency	Description	Level required
Communicating with impact	The ability to influence, negotiate, build awareness and create credibility with others through the use of clear and effective communication	
Delivering excellence	A concern for delivering high quality work and improving performance. Consistently looks for ways to add value to colleagues, partners and stakeholders	2
Developing others	Invests time and energy in fostering the long-term learning and development of others. This can involve the provision of practical advice, support, feedback or training to support development	
Empathy	An ability and desire to understand individuals, how they feel, their thinking and what drives their behaviour	
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	2
Information seeking	A curiosity to find out more about people, concepts and issues. Asks questions to clarify understanding, conducts research or scans the environment for information that may be of future use	
Initiative	Thinks ahead and takes decisive action to make the most of opportunities and avoid future issues	2
Integrity and commitment	Demonstrates a commitment to the values of IIED and acts in the best interest of the organisation and its partners / stakeholders	2
Leading others	Leads own team and the wider organisation, through providing clarity, energy, decisiveness and long-term direction	
Understanding contexts	An ability to understand the organisational, political and cultural context within IIED and across other organisations / political bodies	
Working collaboratively	A desire to work cooperatively with others to maximise the effectiveness of IIED, build knowledge and understanding and minimise duplication of effort	2

Expected levels of behavioural competencies enable the job holder to understand how they can be more effective in their role, how they can better support their colleagues, partners and stakeholders and how they can progress within IIED.