OM03000
PROTOCOL OFFICE MANAGER

Level 9

Reports to (Hierarchical)
Country Representative

Reports to (Functional)
Intersectional Legal Department (ILD) SHIELD Focal Point

Job Family
Operations

Main Purpose
Ensures the smooth functioning of the Intersectional Protocol Office, for the effective and coordinated implementation of the Host Country Agreement (HCA) by all MSF operational sections present in the country. This is achieved through providing internal support to MSF coordination teams in implementing relevant HCA procedures and processing benefits derived, and engaging with external stakeholders including technical and mid-levels of the Government's administration

Accountabilities
- Initiating and following up administrative procedures for implementation of HCA benefits, including for immigration of MSF international staff, tax exemptions, importation procedures, among others
- Drafting and implementing a stakeholder engagement / networking strategy, to secure effective ongoing support in implementing the HCA from government and other relevant external actors
- Undertaking basic negotiations with government representatives at technical and mid-level as may be required to facilitate smooth implementation of HCA benefits
- Working closely with MSF Coordination teams to support day-to-day implementation of relevant HCA procedures, including providing technical advice and ensuring a coordinated approach across all MSF sections
- Developing strategy, working closely with the ILD SHIELD focal point, to overcome specific challenges in HCA implementation
- Regularly updating the Protocol Office tools and provide training to MSF collaborators
- Preparing quarterly reports to be diffused internally, documenting the regular activities of the PO and providing context analysis
- Supervising a liaison officer in the processing of HCA files (if relevant)

Education

- Bachelor or master degree in public administration, or a related field

Experience

- 4 years relevant experience in administrative work

Languages

- To be adapted based on specific mission

Knowledge

- Highly computer literate; good knowledge of administrative procedures

Competencies

- People Management and Development L2
- Commitment to MSF Principles L2
- Behavioural Flexibility L3
- Results and Quality Orientation L3
- Teamwork and Cooperation L3

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