



ACTED

Term of Reference Reception Officer

Position: **Reception Officer**
Location: **Maban**
Duration: **6 Months**
Date of Issue: **22nd June-2023**
Date of Closure: **14th July-2023**



50.H3

22-06-2023

Background ACTED

ACTED is a French humanitarian NGO, founded in 1993, which supports vulnerable populations, affected by humanitarian crises worldwide. ACTED provides continued support to vulnerable communities by ensuring the sustainability of post-crisis interventions and engaging long-term challenges facing our target populations, in order to break the poverty cycle, foster development and reduce vulnerability to disasters. Our interventions seek to cover the multiple aspects of humanitarian and development crises through a multidisciplinary approach which is both global and local, and adapted to each context. Our 3,300 staff are committed in responding to emergencies worldwide, to supporting recovery and rehabilitation, towards sustainable development.

JOB PURPOSE

Under the direct supervision of the Camp Manager with support from the Project Coordinator the Reception Officer will be responsible for implementing all the ACTED's CCCM activities at the reception Center for the New Arrivals in Doro and Kaya Camp. This includes, Following up on service needed for the New arrivals, keeping records of new arrivals, support the movement of the new arrivals from the reception center to the settlement site, overall act as mini manager of the reception center.

CHAIN OF COMMAND

Under the authority of:

- Camp Manger
- Project Coordinator

Technical supervision:

Area Coordinator

Line Management:

- N/A

WORKING RELATIONS

Internal:

- Project Manager
- Area Coordinator
- FLATS (Finance, Logistics, Admin & HR, Security, etc)
- AMEU Department
- PD department
- Mobile staff members

External:

- Beneficiaries
- Donors related to the project
- Relevant national and local stakeholders
- National and international partner organizations

OBJECTIVES

To ensure that all ACTED CCCM activities are clearly implemented with consideration of DO NO HARM Principles.



DUTIES AND RESPONSIBILITIES

○ **Management of the Reception Center**

- The Reception Center Officer ensures that everything at the center is put in Order and partners are informed timely in case of new arrivals.
- Coordination of Services the RC officer will ensure that everything missing at the site is brought to the attention of the Camp manager.
- Submit reports (both verbal and written) to the Camp Manager on findings and recommendations related to camp infrastructure and camp conditions.
- Supervise all camp management infrastructure projects including hiring and supervising casual labour, preparing necessary tools and equipment, and submitting order requests for materials to the Camp Manager/Officer.
- Conduct ad hoc assessments to support other NGOs within the camp upon the request of the Camp Manager/Officer;
- Participate in the set-up and regular monitoring of the camp market areas (management of the market committees, verification of the documentation of shop owners etc.)
- Monitoring of flooded areas within the camp
- Participate in space management of both zone E and other zones and, if needed, support the movement of households.

○ **Information management**

- Collect data relative to the out-of- camp either from IDPs (traditional leaders, committees etc.), NGOs and / or local authorities.
- Participate in assessment / baselines conducted by either REACH or AMEU team in the camp.
- Undertake mapping activities, including using GPS, upon request from the Camp Manager/Officer.

○ **Vulnerability**

- Identification of cases of vulnerability within the camp through outreach work and community leaders with timely reporting to the Camp Manager
- Coordinate assistance on vulnerability at camp management events (food distribution, NFI distribution, registration, etc.) upon request from the Camp Manager/Officer

○ **Camp management structures (committees etc.)**

- Participate in meetings at site level upon request from the Camp Manager
- Take minutes of meetings at site level upon request from the Camp Manager
- Participates in the mobilization of the committee members when necessary;
- In coordination with the community mobilization department, participate in the information/sensitization of the camp population through the mobilization of camp leadership;

○ **Camp management tools**

- Participate in the daily running of the Camp Complaint mechanism upon request from the Camp Manager/Officer;



○ **Relocation / New arrivals reception**

- Participate in the relocation exercises between IDPs site;
- Ensure the reception of new IDPs in the site following the different pre-agreed processes such as verification of master-list, sensitization, allocation of plots, etc.
- Ensure particular attention is paid to the most vulnerable individuals throughout the whole relocation process;
- **g.**
- Support in planning and distribution of Community Mobilization package for the committees
- Ensure the new arrivals are identified and receive adequate support from partners when necessary;
 - **Others**
- Provide translation of various documents (reports, minutes, beneficiary lists, information signs, etc) upon request of the Camp Manager/Officer;
- Provide support to the community mobilization department in the organization of events at site level;
- Support with external visits when necessary, upon request from the Camp Manager/Officer.
- Perform any additional task as requested by the Camp Manager/Officer.

Professional Qualifications

- Bachelor Degree or Diploma in Development Studies, Social Work, Education, or related field.
- Ability to Coordinate service with different stake holders.
- Proven Experience in humanitarian work activities in the same department of at least 2-3 years.
- Strong problem solving analytical, reporting and communication skills
- Demonstrated ability to multi-task, prioritize and process information into action
- Ability to work with Microsoft word, Excel, Power point, Outlook and Skype App
- Fluency in English (oral and written), knowledge in Arabic language is an asset
- Ability to stay in harsh and unconducive environment of hard to reach areas for long period of time (100%).

Key Performance Indicators

- % of milestones completed on time as per the original Work plan
- Project completed on time without the need for NCE
- Project completed within budget flexibility (not requiring budget amendment for the budget lines)
- % of contractual performance indicators achieved
- Project records and documents (beneficiaries list, attendance sheets, payment sheets) are available for all projects
- Positive monitoring and evaluation reports (internal and external)
- # of procurement processes completed



How to Apply

- To apply, please submit a copy of your resume/CV clearly detailing all prior experience in the position advertised, roles and responsibilities for the position, and your personal outcome/achievements while in each position. This should be written in English, and may be typed or handwritten.
- Please submit a cover page detailing your name, nationality, gender, level of education, location of residence, availability, and why you are interested in this position.
- Submit the above two documents to the Acted Maban Office (Doro), Juma.John@acted.org, Or Acted Country Office (Juba) at Hai-Cinema Behind Concord Hotel or via email to ssd.recruitment@acted.org, no later than **14th July 2023**. Please write the recruitment reference on any documents.
- A detailed review of all applications will be conducted. Those who are requested, will be contacted for a technical test. Those who pass the technical test will be called back for an oral interview.

