



**TROPICAL
HEALTH**

Job Description

Operations and Project Officer

Background

Tropical Health LLP is an international consultancy group specialising in the monitoring, evaluation, research and learning (MERL) of health and related sectors programmes in Africa and Asia. Registered in the UK in 2011, the company builds on the long experience of its core staff as well as a wide network of affiliated consultants. We contribute in a unique way to the cost effectiveness and sustainability of development aid in the health sector by improving the availability, quality and use of evidence for strategic and operational planning and programme implementation. We firmly believe in the principles of developing local capacity and transferring skills and knowledge.

We offer a variety of services in the MERL field:

- Developing, reviewing, supporting the implementation and reporting against results-based monitoring frameworks at programme, country, regional and global levels.
- Designing and supporting implementation of surveillance systems and facilitating assessments and improvements of information systems.
- Designing, implementing, interpreting, and disseminating the results of various types of representative surveys, operational research and comparative studies.
- Undertaking various types of evaluations and reviews of aid interventions and programmes.
- Synthesising and presenting evidence on key issues and the impact of interventions and programmes to a variety of audiences.

Our Clients to date include UK Foreign Commonwealth Development Office (FCDO), United States Agency for International Development (USAID), Bill and Melinda Gates Foundation, Global Fund to fight against AIDS, Tuberculosis and Malaria, World Health Organization, World Bank, large non-governmental organizations, consultancy firms and private companies. Tropical Health has undertaken work in over 35 countries in Africa and Asia. Further details can be found at www.trophealth.com.

Job Purpose

Responsible for supporting the management and operational function of Tropical Health, the role will provide effective administrative and logistical support across the project portfolio as well as aiding the organisational management and development processes. The post holder will be reporting to the Head of Programmes and Operations.

Location

Home based in the UK. The successful applicant will be expected to work from their place of residence. The post may include occasional local and international travel.

Key Responsibilities

1. Business Development

- Search business opportunities.
- Support proposal development, including but not limited to identification of personnel, provide contributions to financial proposals, ensuring proposals respond to administrative client requirements, editing and formatting proposals, formatting CVs and writing bios.
- Support company information systems as it relates to business development.

2. Project Implementation

- Support mobilisation of project teams and individual consultants, including but not limited to
 - Supporting the project team contracting process
 - Support the travel risk assessment process for project teams
 - Make travel and other logistical and financial arrangements for teams as required
 - Developing logistics and security briefings for travelling consultants/staff
 - Send feedback request and receive consultant feedback.
- Support project procurement and finance management, including
 - Support price information searching and preparation of quotes requests
 - Support development of budget and aspects of budget tracking
 - Checking expense reconciliations and documentation and feedback to consultants and follow-up with staff in the finalisation of the expense report submissions.
 - Track consultants' invoices and timesheets
 - Check invoices and prepare payment requests
- Support Consultants CVs management, ensuring data protection processes are followed.
- Assist with general engagement and management of consultants.
- Ensure adherence to quality assurance systems and processes.
- Ensure project reports (progress or deliverable reports) are following Tropical Health or clients' templates, formatted and edited for client submission.
- Support company information systems as it relates to projects.
- Provide administrative support on projects as required.

3. Organisational Administration

- Provide general operational and administrative support to Tropical Health.
- Support events and meetings organisation and documentation.
- Update and maintain selected organisational databases and e-filing systems.
- Support on the update and maintenance of website if required and other external communication tools.
- Procurement tracking.
- Support management of online collaborative and knowledge management platforms and software.

4. HR systems support

- Maintain the administration of selected HR systems for staff as agreed with Head of Programmes and Operations.

5. Networking and Knowledge Management

- Support the organisational knowledge management strategy implementation.
- Represent and promote Tropical Health when appropriate.

6. Organisational Responsibilities

- Contribute to the general work of the team and of the company as a whole.
- Establish good and considerate working relationships with all staff in the organisation.
- Work closely with colleagues to provide a quality service to internal and external customers.
- Undertake any other tasks and responsibilities as agreed with the post holder's line manager.

n.b. This job description reflects the current role, but duties and responsibilities may be subject to change and the job description will be reviewed and be subject to change in consultation with the post holder.

Qualifications, Skills and Experience

1. Qualifications and Experience

- Qualified at undergraduate degree level or equivalent professional experience.
- 3-5 years in a project environment.
- Experience in international development an added advantage.

2. Skills and Knowledge

- Project management.
- Operation of organisational systems.
- Managing logistics and mobilising consultants/staff.
- Financial administration and reconciliation.
- Computer literacy including Excel, PowerPoint and Word, databases.
- Experience in administration of online collaborative and knowledge management platforms or a keen interest to learn about these an added advantage
- Excellent documents formatting skills.
- Good negotiation skills.
- Exceptional planning and organising ability, able to effectively prioritise and manage own time and apply excellent attention to detail.
- Excellent writing, editing and verbal communication skills.
- Strong interpersonal skills and ability to develop and maintain relationships with both internal and external stakeholders, able to work effectively as part of a team.
- Ability to work independently, under pressure and achieve results.
- Working in a cross-cultural environment.
- Motivated to actively engage in own continued personal learning and development.

3. Language requirements

- Fluent in English (written and spoken).
- Additional language skills an advantage.