



| | |
|------------|-------------------------------|
| Job Title: | Humanitarian Services Manager |
| Location: | UK |
| Job Type: | Full-time |
| Department | Operations |

Job Description:

The Humanitarian Services Manager is responsible for Kenyon’s Disaster Human Services Program. This program is used to assist companies and governments in managing the long-term consequences for families who have lost loved ones during an incident. The position is a role within the Operations Department with an emphasis on further developing and maintaining Kenyon’s family assistance services, delivering those services in support of clients as well as providing training and development for staff, contractors and clients in the area of family assistance. The position is based at our Bracknell, UK location, and may require domestic and international travel based on business activities.

Kenyon’s family assistance operations include, but may not be limited to, trained Special Assistance Team Members, Family Assistance Centre administration, mental health professionals, extensive resources to meet child care, cultural and faith requirements, and coordination among various parties including governments to provide information and guidance to families and those affected by disasters or otherwise catastrophic events.

The Humanitarian Services Manager is a self-starter, who needs little day-to-day supervision with an ability to research solutions and solve problems in the following areas:

- Plan, implement and direct Kenyon’s international family assistance operations, policies, procedures, objectives and initiatives.
- Work with Team Member Manager to recruit and train Team Members involved in delivery of family assistance services.
- Provide consultation to government, business, medical and educational organizations for disaster and family assistance programs.
- Deploy to incidents for Kenyon when required to deliver family assistance services; serve as team leader when designated.
- Through research and practice, develop new standards of care and support for families experiencing disasters and catastrophic events.
- Improve and maintain the quality of internal and external Kenyon training programs relating to family assistance services. Act as lead trainer for family assistance and train-the-trainer programs. Training methods include classroom, practical exercises and online learning platforms.
- Write content and documents for Kenyon’s newsletters and other documents.
- Seeks positions on technical working groups and committees that relate to Kenyon operations.
- Develop an annual plan of action for family assistance operations with supporting budget.
- Maintain knowledge of international laws and organizations that would affect Kenyon family assistance operations.
- Provide assistance to conferences, symposiums & meetings for activities operational in scope.
- Additional duties as assigned.

Summary of Essential Job Functions:

- Knowledge of other departments interactions within Kenyon including Crisis Communications, Kenyon International Call Centre, Finance, Commercial, administration and legal.
- Knowledge of Kenyon policies and procedures used during deployments to include financial, administrative and Team Member management policies, particularly SOPs and processes related to Family Assistance Centre management.

Abilities required:

- On call 24/7, 365 days a year to support deployments.
- Must be available to travel if required for operational response for periods of up to 3 weeks or more in duration.
- Able to work, as required, long hours during deployments.
- Flexible to work in the office, warehouse or disaster field environments.

- Ability to work independently with a minimum amount of supervision, and the application of good analytical, planning and interpersonal skills (team player, proactive and assertive).
- Ability to work with families in crisis.
- Strong communication skills, written and verbal.
- Ability to produce worksheets, documents and presentations using Microsoft Office Excel, Word and PowerPoint with a high standard of both written and spoken English.

Requires minimum of:

- Bachelor's degree, preferably in a related field or equivalent work experience in managing a Special Assistance Team or otherwise in the fields of social work or mental health services.
- Demonstration of ongoing education and further development in areas relevant to family assistance.
- Formal experience in a role providing family assistance. Preference will be given to candidates that have worked for an international airline, cruise or national rail company developing and/or managing a family assistance program. Family Liaison Officers with government agencies are also strong candidates.

Hours and reporting:

- Monday-Friday weekly from 9.00am – 5.00pm. From time to time, additional hours may be required due to business activities.
- Reports to Vice President, Operations.

Application Instructions:

Send covering letter and resume/CV to Clare Pascucci at pascuccic@kenyoninternational.com. No phone calls please.