



> *Programmes Manager*

> *Bosnia and Herzegovina*

> **Reporting to:** *Senior Management and Executive Director*

> **Contract Length:** *12+ Months*

> **Role Objective:**

Each location where Collective Aid is present has a management team to ensure the development and implementation of our projects, as well as ensuring the operational side runs smoothly and the team is motivated, safe and efficient.

The Programmes Manager has overall responsibility for the management and evaluation of all Collective Aid projects in Bosnia and Herzegovina and oversees the work of all other Coordinators and Officers. The Programmes Manager also has overall responsibility for the running of the projects and maintaining relationships with partner organisations. The Programmes Manager is therefore crucial for the overall execution of our NFI project and executing the organisation's mission, strategy and goals in Bosnia and Herzegovina.

**> Collective Aid Bosnia and Herzegovina:**

Collective Aid is a grassroots organisation that provides NFI and advocacy to people on the move in the city of Sarajevo. The Bosnia and Herzegovina programme is one of Collective Aid's most experimental programmes that requires dynamic and flexible management.

Collective Aid provides essential aid to displaced people living in camps in Sarajevo. The people we serve suffer from state neglect and lack of access to basic services such as access to shelter, clean water, food, healthcare and basic non-food items (NFI) such as clothes, sleeping bags and tents. The project is therefore frequently responding to testimonies of violence.

The project provides a form of mobile NFI distribution, alongside border violence testimony collection.

**> Working in Bosnia and Herzegovina:**

It is relevant that applicants are aware we work in a criminalised context. Collective Aid operates entirely legally and transparently in total observance of the laws of the countries in which we work. Nonetheless due to the work we do and the demographic we provide services to, the work we do is stigmatised and subject to a range of pressures. These pressures can result in interactions with law enforcement and hostile members of the public.

As the Programmes Manager, applicants will be expected to not only be aware of these pressures, but also to respond to these pressures in accordance with Collective Aid Safeguarding, Security and Criminalisation procedures.

**> Essential Responsibilities:**

The Programmes Manager spends most days in the office with the option to go to the field occasionally .  
As a Collective Aid Programmes Manager they are expected to,

- Keep up-to-date Collective Aid's status as a Bosnia and Herzegovina-registered organisation and maintain our relationship with partner organisations.
- Communicate with main partners and represent Collective Aid in inter-associational meetings, local advocacy committees and maintain our links to other local partner associations. Expand the organisation's engagement with local and national actors.
- Manage internal and external developments in the operation to ensure project goals are achieved, preparing reports to our partners and the Director of Collective Aid.
- Regularly evaluate program strengths and identify areas for improvement.
- Ensure and maintain coordination team relations within a field team of 5 people.
- Work with the Sarajevo Field Coordinator to ensure distributions run smoothly, stock is in place, and keeping the distributions model adapted to the needs on the ground.
- Work with the Donations Coordinator to plan and review long-term strategy for donations needs, partnerships, procurement, space management and efficiency, reviewing and improving warehouse work.
- Work with Human Resources Manager to plan a recruitment strategy, ensure smooth volunteer and staff onboarding and housing capacity in the long-term according to the projects' needs.
- Work with the International Management team on fundraising, communications, coordinators and managers recruitment, data collection and long-term strategic planning. Draft monthly newsletters for donors and supporters.
- Team-lead field work when possible.
- Respond to Crises and Risks according to Collective Aid's crisis management protocol and policy.

**> Long Term Tasks:**

- Remaining flexible and keeping a critical and open mind about the work we do.
- Continue to ensure Collective Aid operates legally and transparently.
- Monitoring stock and ensuring the warehouse is being run smoothly. Keeping standards high at distributions and putting choice and dignity first.
- Develop lasting partnerships with international and local actors and associations, funders/donors.
- Putting together training documents and procedures.
- Review warehouse and field risk assessments on a quarterly basis.
- Plan ahead: prepare for coming seasons and prepare projects to survive changes.
- Taking leadership in safeguarding matters as Safeguarding Lead.

**> Monthly Tasks:**

- Meetings with other organisations and other Collective Aid programmes.
- Contribute to newsletter for the Advocacy and Communications Manager.
- Pay coordinators salaries, bills and insurance contracts.
- Join interviews with candidates during recruitment processes.
- Draft coordinators' contracts in collaboration with the HR Manager when new members to the coordination team are recruited.
- Run the accounts and finances with support of the Director.
- Check debriefs and action points and take important issues to Coordination meetings.
- Be responsible for the projects' finances and security.

**> Daily and Weekly tasks:**

- Check in with coordinators, delegate work, and follow up to ensure tasks are being completed, discuss ongoing projects and support when potential difficulties arise.
- Relay information from Coordinator level to the whole team, monitoring Signal groups, providing guidance where needed.
- Coordinating with partner organisations (e.g. on referrals)
- Hold bi-weekly stock meetings with the Field Coordinator and Donations Coordinator to review the NFI stock situation and adjust budgets, warehouse tasks and priorities on donations needs list based on stock levels. Discuss long term purchases, procurement and optimising the distribution of current stock.
- Take part in Inter-associational meetings and Collective Aid Coordination meetings.
- Provide feedback to Director of Collective Aid on challenges and achievements
- Stay abreast of issues (external and internal factors) that could impact Collective Aid's work (new laws, police violence, evictions, covid, etc).
- Oversee and keep up-to-date the general budgets and finances
- Review feedback and action points from all meetings and implement them when needed.
- Communicating with all team members after difficult events.
- Updating the team on relevant changes to our project.

- Fact-check content for social media and supervise the project Advocacy Officers.

**> Compensation:**

The Bosnia and Herzegovina Programmes Manager receives a salary of €650 per month, one free meal per working day and a rent-free space in the organisation volunteers house. The manager is currently based in Sarajevo, subject to programme requirements.

**> Applications:**

Please send a CV and Cover Letter to the Human Resources Manager: [hr@collectiveaidngo.org](mailto:hr@collectiveaidngo.org)

**> Skills:**

Excellent organisational skills, volunteer management skills and communication skills, flexible approach to work, stakeholder management skills, knowledge of Balkan border context is an asset, competency in text and spreadsheet programmes, first-aid training desirable, experience with field work, especially distribution or free-shop projects, Bosnian/Croatian/Serbian language skills desirable.

**> Expectations:**

Fluency in English essential, experience working in grassroots charities or NGOs, experience in project management and leading volunteer teams, driver's licence required, can commit to at least twelve months.

**> Qualifications:**

3-4 years of experience working in a refugee aid grassroots charity or humanitarian NGO.