

Job Description

Title:	Relationship & Capacity Building Manager
Responsible to:	Head of Europe Region
Location	Brussels, Belgium
Key Working Relationships	Europe region staff team, Europe Regional Committee, Capacity Building volunteers, Head of Membership, Membership Organisations
Contract Type	Permanent contract

About Us:

Our vision is a world where all girls are valued and take action to change the world. The World Association of Girl Guides and Girl Scouts (WAGGGS) is the umbrella organisation for Girl Guiding and Girl Scouting globally. We are the largest global voluntary movement dedicated to girls and young women, representing more than 10 million girls in 152 countries. Through our organisational mission, we empower girls and young women to develop to their fullest potential.

The Europe Region works to deliver tailored services to the 42 Member Organisation's in the region. The small staff team work with regional volunteers and external partners to provide pan-European events, capacity building opportunities and resources. In addition, the region acts as a conduit to implement global programmes at the national level with Member Organisations who seek support.

Please note that we are based in a co-working space in Brussels and will review the need for a permanent office space when the pandemic eases.

Job Purpose:

This role has two key functions:

To act as the lead contact for Member Organisations (MOs) and ensure the smooth flow of information between WAGGGS and its MOs. The post holder will ensure that support is tailored to the region's needs through data analysis and will drive more in-depth partnership work with members where there is opportunity and need. In addition, the post holder will lead the capacity building offer for European MOs in collaboration with the capacity building regional volunteer working group. They will monitor capacity assessments, facilitate MO's access to services and collect their feedback. Working as part of the regional team they will ensure that information collected from Member Organisations feeds into regional plans by reporting to the Head of Region.

Additionally, this role may require you to provide high quality administrative support to the Head of Region and the Regional Committee.

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Key Responsibilities:

Relationship development:

1. Act as the first contact point for European Member Organisations (MOs) receiving their enquiries and co-ordinate the response, forwarding to relevant people and tracking the enquiry to ensure that a response is received.
2. Develop and maintain an understanding of the MO's needs and challenges and to keep the Europe Regional Team and global Membership and Regional Support Team and updated.
3. Process and analyse MO data from surveys on services required and evaluations on services received in the form of reports and presentations to inform future business planning.
4. Support the development of Regional Business Plans by reviewing action/ development plan(s) and identify resources to support Member Organisations with their priority areas.
5. Work as part of the Membership and Regional Support Team to ensure Member Organisations receive high quality, appropriate services from WAGGGS.
6. Develop partnership project plans for more extensive collaboration with MOs where there is mutual opportunity and in order to benefit the wider movement.

Capacity Building:

7. Work with the capacity building team of regional volunteers to implement the 2021 capacity building webinar and resource offer for MOs. This will involve: the support and management of volunteers; the coordination of facilitators and contributions from MOs; the management of evaluation; and the use of online platforms and collaborative tools.
8. Co-lead with volunteers the design of the 2022 capacity building offer and beyond. Lead its implementation, monitoring and evaluation.
9. Provide and facilitate the use of the Capacity Assessment Tool to Member Organisations and guide them in its use providing support to Member Organisations, where needed, to develop their action/ development plan(s).
10. Maintain an awareness of the resources available from WAGGGS and signpost toolkits and online resources to Member Organisations and refer Member Organisations to Capacity Building Officers for capacity building services.
11. To be responsible for certain aspects of administration within the Region including:
 - Support the translation and proof reading of documents as required.
 - Draft reports as required.
 - Oversee that the CRM/database is up to date for regional Member Organisations and contacts.
12. Be responsible for and able to evidence own personal development by undertaking relevant training, attending meetings, conferences and events

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ensuring that you are updated in all matters relevant to the role within your Personal Development Plan agreed with your manager.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line may stipulate other reasonable requirements.

The job description will be reviewed regularly and may be subject to change.

Person Specification

Area:	Essential:	Desirable:
Qualifications:	<ul style="list-style-type: none"> • Bachelor level degree qualification 	
Experience:	<ul style="list-style-type: none"> • Experience of managing projects delivered in scope, on time and within budget. • Experience of working with staff across cross functional teams • Experience of working with volunteers • Experience of working in a changing environment • Experience of undertaking administration 	<ul style="list-style-type: none"> • Experience of designing training seminars • Experience of delivering EU funded projects • Experience of evaluation • Experience working in an international organisation with online tools • Experience of budgeting and financial management
Skills and Knowledge:	<ul style="list-style-type: none"> • Meticulously organised with impeccable attention to detail • Good IT (advanced) skills including Excel and Outlook, conference call technology • To be flexible and resilient and balance conflicting priorities • Strong inter-personal and communication skills and ability to relate to people across many cultures, international experience an asset • Strong commitment and well-developed understanding of diversity, cultural sensitivity, and the ability to display diplomatic skills • Excellent written and verbal communication skills • Ability to build and maintain relationships with third parties • A track record of problem solving 	<ul style="list-style-type: none"> • Subject matter experience of gender equality, girls' empowerment, gender-based violence and/or sustainability • Subject matter experience of Non-formal Education and Youth work.
Personal Qualities:	<ul style="list-style-type: none"> • Collaborative, enthusiastic team player and supportive colleague • Demonstrable commitment to working in partnership with volunteer leaders and able to cultivate effective relationships with a wide range of people, based on trust and mutual respect • Professionalism, attention to detail and strong planning skills 	

Person Specification

	<ul style="list-style-type: none"> • Creative and hands on approach to work, with the ability to deliver to deadlines • Ability to use initiative and proactively look for opportunities to have impact • Ability to work with minimal supervision and take initiative • Pro-active team player 	
Other Requirements:	<ul style="list-style-type: none"> • Fluent in spoken and written English & French • Able to travel internationally 	
Working for WAGGGS:	<ul style="list-style-type: none"> • Able to demonstrate a commitment to and be a role model for WAGGGS' organisational values of: Member Driven; Brave; Inclusive; Empowering; Transparent; Professional. • A passion and commitment for issues affecting girls and young women on a global level, and demonstrable ability to engage with girls and young women, either through a professional or personal background. 	