

**JOB DESCRIPTION**

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| **Title:** | Program Support Officer |
| **Grade Level:** | Grade 2 |
| **Location:** | Skopje, North Macedonia |
| **Division:** | Information and Media Practice, YouThink Project |
| **Reports To:** | Project Director, YouThink Project |
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| **Date to be published:** | January 24, 2022 |
| **Call end date:** | February 4, 2022 |

**ABOUT IREX**

IREX is an independent nonprofit organization dedicated to building a more just, prosperous, and inclusive world by empowering youth, cultivating leaders, strengthening institutions, and extending access to quality education and information.

IREX is implementing a five-year YouThink project that works to (1) increase media literacy among youth; (2) increase application of youth media literacy, and (3) increase the quality and relevance of media content developed for and by youth. The project is funded by the American people through the United States Agency for International Development (USAID).

**POSITION SUMMARY:**

The Program Support Officer will report to the Project Director and will be responsible for day-to-day coordination and support including planning, logistics, and general implementation of key project activities. They will also support the Project Director and IREX HQ in operational support, ensuring program related documents comply with IREX policies and USAID’s guidelines and standards. Program Support Officer will be responsible for relevant compliance requirements on assigned work products.

**GENERAL DUTIES & RESPONSIBILITIES**

**Task and Project Coordination/Management**

Program Support Officer will contribute to and initiate work associated with program outputs, including but not limited to; gathering, drafting, and creating workflow plans, budgets, internal/external reports, presentations, and other documents/deliverables as identified. With guidance from the Project Director and Deputy Project Director, manage the program's internal and external communication; tasks may include, the management of email inboxes and program contact information, reviewing and sending written communication, communicating with donors, partners and internal contributors.

Specific tasks assigned for role include:

* Under the direction of the Project Director, create and manage processes for the planning and implementation of the YouThink program activities, including regular communication, planning and coordination activities with implementing partners of the project; oversight of progress of sub-awards, and other duties as assigned.
* Support the coordination of partners and participate in meetings with government counterparts, civil society, and private initiatives as needed.
* Support virtual and in person events including developing content, facilitating sessions, supporting planning and logistics.
* Contribute to the implementation, recording and reporting of key program activities.
* Support the drafting and developing of scopes of work for partners, vendors or consultants.
* Support the technical monitoring of subawards.
* Produce and update program deliverables including materials, handbooks, templates, and guides for program partners, program reports, and evaluations.
* Support the Project Director in all aspects of program implementation to ensure timely, accurate, and thoughtful completion of deliverables.
* Communicate information, success stories and other achievements obtained through project activities in timely manner to IREX staff and various external stakeholders, notably donors and partners to ensure visibility of the project.
* Prepare and post content for social media profiles of the project
* Other duties as assigned.

**Relational Communication**

Responsible for drafting and sending correspondence with stakeholders. Guidance and/or approval before engaging stakeholders may be required, in some cases. Writes fluently. Effectively leads small meetings.

Specific tasks assigned for role include:

* Establish and maintain productive and collaborative working relationships with partner organizations, institutions, youth, and other program stakeholders relevant to portfolio. Contributes to or leads efforts to include all segments of North Macedonian society.
* Support the drafting of deliverables to donors in a timely manner and draft content, impact and network highlights, and program data for program reports.
* Contribute to internal IREX program reporting, knowledge management and information sharing.
* Contribute to communications that highlight the work of partners and other media literacy tasks as needed.
* Other duties as assigned.

**Partner Engagement / Business Development**

* Coordinate activities with local implementing partners and government stakeholders.
* Explore opportunities for engagement of the business community in the project
* Other duties as assigned.

**Budget, Financial and Project Compliance**

* Support the Project Director in meeting the IREX obligations related to project deliverables and key project activities with implementing partners.
* Other duties as assigned.

**Teamwork and Leadership**

* Ensure collaboration and information sharing with Youthink project team members.
* Other duties as assigned.

**WORK-RELATED RISKS:**

Eyestrain; neck and back muscle pain caused by sedentary work, fixed and constrained postures and prolonged exposure to computer screen; cuts and bruises caused by office equipment, sharp edges of furniture and doors or other sharp objects; illness due to improper use of air conditioning systems and deviations from the microclimate parameters required for offices; slips, trips and falls on pathways, steps, stairways, doorways, corridors and walkways.

**SKILLS AND EXPERIENCE**

**Experience**

* Bachelor’s degree in international development, media, communications, education, or other relevant field (or equivalent work experience).
* 3+ years of progressive job experience supporting or program activities in international development, project management, or related field is preferred.
* Demonstrated experience with planning, coordination, and delivery of project activities, based on established project plans.
* Experience supporting implementation of donor-funded international development programs (preference given to candidates with experience working with USAID- or other U.S. Government-funded projects, including knowledge and understanding of USG regulations and compliance issues).
* Experience with and/or interest in media, media literacy, and/or formal and nonformal education in North Macedonia is preferred.

**Skills**

* Professional interpersonal and communication skills in English (written and oral) is required, including a demonstrated ability to prepare donor reports.
* Proven organizational and analytical skills and ability to manage multiple tasks with a high degree of accuracy and attention to detail, including the ability to prioritize.
* Strong computer skills, including Microsoft applications, understanding of teleconference and collaboration technology, and data management platforms.
* Ability to work independently and as a team member with consistent ability to take initiative, meet deadlines, and be flexible.
* Strong verbal and written communication skills in English and Macedonian are required.
* Verbal and written communication skills in Albanian will be considered an advantage.

**This is a local position. Candidates must demonstrate valid proof of unrestricted authorization to work in North Macedonia.**

**PHYSICAL DEMANDS:**

* Tasks involve some physical effort, i.e. some standing and walking, or frequent light lifting (2.5-5 kg.); or minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment. Tasks may involve extended periods of time at a keyboard.
* Extended period of sitting at a workstation or desk. Manual dexterity to work efficiently on a computer keyboard.

**WORK ENVIRONMENT:**

All employees are responsible for their own safety, as well as that of others in the workplace. To help us maintain a safe workplace, everyone must be safety-conscious at all times. This position is performed in a typical office environment. The noise level in the work environment is usually quiet to moderate. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and vehicles. Safe use of IREX equipment, as well as safe practices while on IREX property is essential

**EEO STATEMENT**

IREX seeks to attract the best-qualified candidates who support IREX’s mission and who respect and promote excellence through diversity.  IREX is committed to equal opportunity and follows recruitment and selection practices that comply with all applicable employment laws. To this end, IREX recruits, hires, trains, and promotes individuals without regard to color, race, religious belief, sex, marital status, sexual orientation, national or ethnic origin, disability, veteran status, or age.

**APPLICATION PROCESS:**

In order to apply for this position please send your CV and motivation letter to the following email address: [info.youthink@irex.org](mailto:info.youthink@irex.org) by **February 4th 2022 at midnight**, CET. Please use the following reference in the subject of your email: **Program Support Officer**