

## Job Description

**Job Title:** External Relations Manager

**Position Type:** New

**Immediate Supervisor:** Country Director

### **I. JOB SUMMARY:**

An International non-governmental organization (INGO) is seeking to hire a competent External Relations Manager. The External Relations Manager will lead on and advise on working with various government departments such as the Economic Affairs Division (EAD), Ministry of Interior (MOI), Provincial Government departments and Law Enforcement Agencies. S/he is expected to proactively work with all relevant Government departments to successfully obtain No Objection Certificates (NOCs) for projects on time, manage INGO's regular reporting to the Government and annual registration renewal as per regulations, proactively ensure and guide compliance with all applicable rules and policies applicable to INGOs working in Pakistan, and to continually and transparently address any queries regarding the work of INGO in the country.

This post reports directly to the Country Director, with daily interaction and engagement with the senior management team and other staff. The Manager will also guide other staff members liaising with the government and will serve as the Country Office's (CO) focal point for government communications. The Manager will guide the Programme Team to adhere to the CO's Visibility and Communications strategy and ensure its ongoing and effective implementation.

The Manager will be expected to grow and maintain strong network links with key peer collaboration groups and individuals including counterparts across Pakistan. S/he will demonstrate a high level of socio-cultural, political and economic understanding of the contexts where INGO works. S/he will also develop a solid working knowledge of INGO's programs and be able to appropriately represent its mission aligned to the Government of Pakistan's ongoing maternal and reproductive health improvement objectives.

### **II. DETAILED RESPONSIBILITIES AND TASKS:**

**Job Responsibility #1: Management and Leadership of all regulatory affairs**

**Time Required: 50%**

The Manager will be responsible for:

- Retaining overall responsibility for the management and leadership of all Government Relations and successful and timely issuance of project/program NOCs. This includes accurate document preparation and submission as well as timely and appropriate liaison with relevant Government departments and law enforcement authorities.
- Adopt a risk management approach for external relations and ensure risk mitigation, management and contingency planning.

- Lead the process of accurate and timely renewal of INGO's overall legal registration with the Government of Pakistan.
- Lead the process of accurate submission of progress reports to the Government of Pakistan in compliance with regulations governing INGOs.
- Represent INGO's work effectively and transparently to government and LEA stakeholders at multiple levels.
- Represent organization in inter-agency INGO forums as directed by the CD.
- Routinely coordinate with other INGOs to learn information and their approaches for external relations management.
- Systematically maintain work plans and track progress of milestones and tasks associated with proactive external relations management.
- Ensure adherence to the Visibility and Communications strategy in compliance with INGO's overall mandate, by reviewing all external communication drafts prior to release.
- Be available to undertake networking for INGO with stakeholders through in-person meetings and phone calls within and out of office hours.
- Regularly undertake necessary travel to programme activities, field office(s), events in urban and rural areas to observe, support and proactively manage external relations.
- Obtain and maintain proper valid government permissions for opening and maintaining office premises in different locations.

### **Job Responsibility #2: Reporting and Information Management**

**Time Required: 25%**

The Manager will:

- Maintain accurate and up-to-date records of all correspondence and act as a responsible custodian of the documentation (including both softcopy and hardcopy).
- Ensure that the CD receives timely, accurate and relevant information and advice.
- Ensure that the Country Director and Senior Management are kept informed and updated on the status of all projects in the process of approval with the Government.
- Providing regular input and review to Senior Leadership Team meetings.
- Report to the CD of any instances of staff non-compliance with established protocols or procedures and provide recommendations for corrective actions.
- Attend regular government security network meetings within Islamabad and ensure discussion points from these meetings are communicated internally.
- Act as a collaborative member of the senior management team, to provide support on any other tasks as directed by the CD.

### **Job Responsibility #3: Safety and Security Management**

**Time Required: 25%**

The Manager will:

- Advise on the operational and strategic security plans in order to ensure safety and security of Staff.
- Develop and maintain a strong contextual understanding of the areas of operations in consultation with program staff, Senior Managers and the CD.

- Conduct orientation and refreshers for staff on safety and security policy
- Prepare for major events and critical incidents where safety is concerned.
- Support the selection of, oversee and manage safety focal points such as outsourced or in-house safety and security personnel.
- To provide security advice to staff for international travel, domestic field travel and field activities. Ensure the compliance of INGO's Travel Policy.
- Ensure effective and well understood safety and security standard operating procedures for all staff and assets protection.
- Regularly review and update the safety and security manual guidelines, appropriate to the local contexts in which the organization operates and in liaison with headquarters.
- Engage in inter-agency networking and coordination for relevant updates.
- Maintain appropriate liaison with law enforcement authorities.
- During any critical incident or crisis serve on the Crisis Management Team (CMT).
- Support in ensuring that all Field level and Country Level Crisis management plans are kept up to date and reviewed, and if required updated on a bi-annual basis.
- Ensure that the necessary external government relationships are maintained in order to facilitate a quick response and assistance to INGO during any critical incident or crisis.

**Travel:** 35%

### **Other**

The role of the External Relations Manager is not restricted to the above and s/he may be asked to perform other duties as directed by the CD. The scope of this role and part or whole of this job description can change at the sole discretion of the CD at any time.

## **QUALIFICATIONS**

### **Education**

#### **Required:**

- Bachelor's Degree.

#### **Desired:**

- Master's Degree.
- Qualification/training in organizational safety and security protocols

### **Experience**

#### **Required:**

- 16+ years of experience in law enforcement agencies.

#### **Desired:**

Experience in development or any other private sector of leading liaison with government departments and law enforcement agencies.

## **Technical Skills**

### **Required:**

- Experience in conflict management
- Strong influencing and negotiation skills.
- Sound judgment and the ability to work effectively with others at all levels
- Strong assessment, evaluation, analysis and strategic planning skills
- IT literate, MS – Word, Excel and PowerPoint
- Experience in developing security related technical tools guidelines including security risk assessments and risk management measures.
- Interpersonal communication and proven written / presentation skills
- Demonstrated ability to manage under stressful conditions
- Demonstrated knowledge of the historical and socio-political context of Pakistan
- Competent and literate in English, and Urdu, both verbal and written.

### **Desired:**

- Competent and literate in a provincial language of Pakistan.

## **COMPETENCIES**

- Self-starter who takes initiative;Adaptability, Acting with Discretion and Maintaining Confidentiality,Excellent problem-solving skills; Team player, Vision and Leadership Mentoring, Collaboration, Political acumen, Stress Tolerance, Strong commitment to Gender Equity and Diversity, Demonstrating Respect and Integrity in conduct; Strong commitment to INGO' core values.

## **Key relationships**

This position reports directly to the Country Director.

## **Working conditions**

The position is Islamabad based and will require routine trips to government offices and field locations throughout Pakistan. This role may entail longer working hours or late working particularly during periods leading to a deadline or for managing a critical incident or crisis.

### [How to Apply](#)

[To apply, send your CV/cover letter with the title: Application for External Relations Manager to \[rabia@careerpakistan.pk\]\(mailto:rabia@careerpakistan.pk\)](#)

[Please note that we will be short-listing as we receive applications, so apply as early as possible to avoid disappointment.](#)

[If you are interested in the role and have any questions, please do email the above mentioned address.](#)

[Closing Date: 29th February, 2024.](#)

