



About NetHope

[NetHope](#) enables humanitarian organizations to better serve individuals and communities in the developing world through smarter use of technology. Working at the intersection of the international NGO sector, private business and technology innovation, NetHope is a Membership organization currently serving over 60 leading humanitarian, development, and conservation organizations around the world. NetHope empowers [our Member organizations](#) to collaborate, innovate, and leverage the full potential of information and communications technology to support their work in 190 countries. NetHope and our Members partner with 63 of the world's leading technology firms to create innovative solutions to existing and emerging challenges, and to reimagine how technology can improve our world.

The Opportunity

This is an exciting time at NetHope as the organization embarks on the transformation of its Disaster Preparedness and Response (DPR) Program. In the next five years, NetHope seeks to: 1) empower the next generation of first responders for climate-amplified disasters and humanitarian crises; and 2) accelerate its provision of emergency telecommunications and power in disaster and crisis-affected areas. The Director will significantly shape the design and future of NetHope's DPR program.

Director, Disaster Preparedness and Response

NetHope is seeking an experienced, organized, and passionate professional to provide leadership, oversight, and execution of NetHope's DPR program. This program has a solid history of excellent response in the connectivity realm and is expected to increase its effectiveness as well as incorporate the emerging requirements of people in emergencies which includes digital protection, information as aid, and misinformation mitigations, amongst others.

The Director sets the strategic direction and is responsible for the development, plans, and reaching the objectives of NetHope's DPR program, in line with NetHope's goals and the requirements of the grant funding for this program. This role leads a multidisciplinary team comprised of staff, consultants, and volunteers. In addition, the Director assists with advocacy, fundraising, and grant management by building relationships with NetHope Members, the UN Emergency Telecom Cluster (ETC), partners, funders, governments, and technology sector leaders.

The Director is a results-driven, energetic, and enterprising professional who brings a service orientation and can operate on both tactical and strategic levels. Since NetHope works as a virtual team, the Director must be adept at working independently, building, and bridging

communications in a virtual environment, managing a globally distributed team, and adapting distributed processes and workflows.

Specific responsibilities include:

Disaster Response

- Plan and lead NetHope's responses to natural disasters and other crises, including chairing response decision-making in collaboration with NetHope's senior leaders, anticipating challenges, and mobilizing resources to support responses.
- Strengthen NetHope's disaster response operations and influence, collaboration and partnerships, and strategic positioning with NetHope Members, governments, technology partners, multilateral agencies, and other donors.
- Ensure the quality and increasing Time-to-Connectivity of NetHope's disaster response engagement including appropriate strategy, emergency response structure, policies, standards, staffing, and resource allocation.
- Grow NetHope's local resource mobilization portfolio in disaster-prone countries/regions.
- Act as a subject matter expert and respond in the field as NetHope's leader for disaster response, as appropriate.
- Support outreach to donors and development of funding proposals as NetHope's senior technical expert in disaster preparedness and response.

Disaster Preparedness

- Lead and plan disaster response training activities to enhance disaster preparedness capacity of NetHope Members, government and technology partners, local community, and other responders.
- Expand NetHope's disaster response training curriculum to include online and on-demand courses.
- Support efforts to secure funding and manage disaster preparedness programs including, but not limited to:
 - Crisis Informatics
 - Standards adoption
 - GIS/Information Management

Relationship Management

- Communicate at least quarterly with the NetHope member Emergency Response Working Group via online virtual meeting.
- Attend ETC events two times a year at a minimum and participate on ETC Committees that are engaged in work that will directly benefit NetHope Members.
- Engage in and secure public speaking opportunities on issues such as communications as the lifeline for disaster response, community resilience through disaster preparedness, standards, etc.
- Participate in fundraising campaign development and execution to secure funding.
- Build a network of funders, contractors, and volunteers to support the NetHope Disaster Response Program.

- Proactively connect and cultivate partners to engage them in discussions regarding impact of program implementation, in coordination with the Development and Fundraising, and senior leadership teams.
- Actively engage donors to contribute to the Rapid Response Fund to maintain a readily available funding source to support timely initial assessment activities.

Reporting and Grant Management

- Prepare regularly scheduled reports for donors.
- Prepare assessment and deployment situation reports and share with stakeholders including staff, Members, partners, and donors.
- Monitor and manage program budget to ensure expenses are in line with the budget and not overspent.
- Prepare and conduct engaging online presentations for stakeholders, including Members and partners during emergency situations.

Know the Sector and the Industry

- Identify issues that are systemic and report on key trends to senior management.
- Build and/or maintain a deep knowledge of the global nonprofit sector and emergency response in order to anticipate sector changes and recommend new courses of action for NetHope to support/respond.

Qualifications:

Personal Characteristics

- A passion for NetHope’s mission and for working collaboratively and nimbly in a fast-paced dynamic global environment
- The relentless pursuit of excellence - balanced with a pragmatic sense of what is possible and realistic.
- Cultural sensitivity across all aspects of work
- Values and encourages diversity of thought, backgrounds, and perspectives
- Solid judgement including handling of sensitive information
- Integrity/ethics beyond reproach
- Ability to multi-task while maintaining vigilant attention to detail in a fast-paced nimble working environment
- Constantly looking to apply best practices, enable clarity, innovation, and simplicity
- Ability to calmly and prudently lead teams during high stress situations and take pragmatic decisions in times of high ambiguity.

Knowledge and Skills

- A penchant for creative problem solving, attention to detail, ability to adapt, spirit of teamwork, and exceptional work ethic.
- Create, nurture, and manage relationships and/or partnerships to gain support.
- Must be flexible to work under pressure and against tight deadlines and with shifting project demands and needs.
- Ability to conceptualize business and functional requirements and select, implement, and operationalize complex and scalable systems.

- Excellent interpersonal skills and ability to work well (especially under pressure) with project teams, partners, clients, volunteers, subcontractors, and vendors.
- NetHope uses a variety of technology to facilitate our work. You can expect to use Salesforce, Asana, Slack, Miro, Zoom and Microsoft Office extensively.
- Fluency in Spanish, French, and/or Arabic highly desirable.

Education and Experience

- Minimum of a Bachelor's degree, or equivalent work experience in one of the following or related fields: International Development, Computer Science, Information Management, Nonprofit Logistics
- Minimum 5-8 years of relevant work experience, ideally in emergency humanitarian response, required with emphasis on "hands on" field experience during emergencies.
- Knowledge of data management, data interoperability, and data visualization desired.
- Experience in fundraising and grant development and execution strongly preferred.
- Experience in managing program budgets and grant reporting strongly preferred.
- Management of high-performance teams delivering on performance targets
- Experience integrating emergency response with development programming is desired
- Experience in deployment and /or travel in response to humanitarian emergencies of all kinds
- Strong technical and/or project management skills
- Knowledge of and experience with ICT and emerging technologies (emphasis on field facing solutions)
- [NetHope Member](#) experience highly valued, other NGO experience a plus

Reporting and Working Conditions:

- This position is a full-time position that reports to the Senior Director, Field and Impact Programs and works closely with Engagement and Development teams.
- The Director will supervise a team of staff, contractors, and volunteers.
- NetHope is a virtual organization, so our team, our Members, and our Partners are located around the world. Due to the global nature of the organization, meetings may thus be required at any time of the day to meet with our stakeholders in varying time zones. To meet these needs, NetHope embraces flexible schedules for team members, and we work with each other to be located globally, but still maintain a reasonable work time balance.
- As a global organization, we welcome qualified applicants with diverse backgrounds from various locations, and who may have non-traditional work patterns.
- NetHope is a networked team-oriented environment with staff working across functional areas to produce high-quality programs, services, and connections with our Members. We value open communication and believe that a staff working as a team produces the best outcomes.
- This position is 100% remote and virtual.
- This position is subject to deployment for around the clock emergency response operations, which requires irregular work hours and includes duties other than those

specified in the official position description. Travel requirements in support of emergency operations is extensive in nature, with little advance notice, includes travel to countries with sensitive political environments, and requires temporary relocation to emergency sites with physically austere and operationally challenging conditions.

How to Apply

Should this opportunity interest you, please submit a cover letter and resume in confidence [here](#). Applications will be accepted until May 11, 2022.

NetHope is an Equal Opportunity Employer.