

TERMS OF REFERENCE

Position Title: Programme Support Officer

Programme/Hub: Climate, Environment and Nature Helpdesk

Monthly Salary: R40 000 – R45 000

Duration: Fixed-term contract

Location: Cape Town, South Africa

About SouthSouthNorth

SouthSouthNorth (SSN) supports national and regional responses to climate change through policy and knowledge interventions, partnerships and deep collaboration. We do this by connecting people and information, enhancing capability and mobilising resources to respond innovatively to the challenges and opportunities that climate change presents. In particular, we enhance developing countries' access to climate information by brokering climate knowledge through formalised exchanges among various stakeholders. We assist decision-makers in delivering climate compatible development by informing policy formulation and implementation and bringing good governance to management of donor funds, technical assistance and project management. Being positioned in the Global South affords SSN a deeper understanding of, and connection to, the climate and development challenges facing the region.

SSN manages the Climate, Environment and Nature (CLEAN) Helpdesk programme. Details of the programmes that SSN currently implements are available at www.southsouthnorth.org.

Background on the CLEAN Helpdesk

The Climate, Environment and Nature (CLEAN) Helpdesk is a technical assistance facility that provides flexible, on-demand, rapid technical assistance to UK government agencies, embassies and central offices on requests related to Climate, Environment and Nature. The Helpdesk will support the delivery of the UK government's ambitions on Paris Alignment and climate and nature commitments. The CLEAN Helpdesk functions as a central gateway (knowledge repository and technical assistance access point) for UK government departments to rapidly bolster the capacity to improve the uptake of climate, environment and nature information and climate risk analysis

and adaptation assessment, including for integration, and to enhance compliance with the FCDO Climate and Environment Programme Operating Framework (PrOF) guidance. The CLEAN Helpdesk will simplify access to the full range of central Climate, Environment and Nature (CEN) Technical Assistance (TA), making it quicker and easier for officials to access the appropriate support.

Role Summary:

These terms of reference outline the role of the CLEAN Programme support officer, which is a pivotal role providing support to the work of the Helpdesk programme team in coordinating the programme across a number of areas, including collaboration, stakeholder engagement, and learning and communication processes. This position is designed to provide critical support, rather than lead initiatives, ensuring programme goals are achieved while fostering collaboration among team members and stakeholders.

The programme support officer is expected to provide support in the following areas:

- 1. The CLEAN Helpdesk programme team** to ensure the programme meets agreed targets and is aligned with stakeholder needs, supporting the development of outputs that inform HMG strategy, policy, and guideline development. This will include:
 - Attendance in the CLEAN Helpdesk consortium and donor meetings
 - Support narrative reporting requirements, participating in and supporting quarterly and annual review meetings, as well as monthly learning reporting.
 - Support the documentation and collation of programme outputs, and the development of inputs into the Monitoring, Evaluation, and Learning (MEL) process of the CLEAN Helpdesk.
 - Support the delivery of technical assistance including drafting terms of reference, attending meetings with requesters, identifying appropriate expert/s, reviewing outputs, and coordinating meetings.

- 2. The CLEAN Helpdesk's Knowledge Synthesis lead:** in collaboration with the communications manager to include the following:

- Raising awareness across UK ODA spending departments of the CLEAN Helpdesk and the socializing of its outputs.
 - Supporting activities related to the dissemination of knowledge outputs and good practice guides.
 - Supporting the process of developing knowledge synthesis products from completed technical assistance pieces, and the development of linked communication and engagements plans.
 - Support ad hoc requests for amplifying learnings from the CLEAN Helpdesk
- 3. The CLEAN Helpdesk engagement manager** and Product Owner, in further developing the programme's engagement strategy in a number of areas, including the development of information to be posted on the programme's website. This will include:
- Support and develop collaborative relationships with key delivery partners.
 - Support engagement with other relevant HMG technical assistance programmes and Centres of Expertise to enhance collaborative efforts, identifying opportunities for cross-programme collaborations.
 - Supporting the development and management of processes related to the gathering, analysis and posting of both CLEAN and partners information.
 - With guidance from the stakeholder engagement manager, establish and maintain strong working relationships to ensure stakeholders' interests are represented and addressed.

Roles and responsibilities

Reporting to the Programme Lead in the CLEAN Helpdesk programme team. The ideal candidate will have good communication skills, impeccable attention to detail and organisational skills, and of managing a variety of tasks and demands across a diverse team. We seek someone who has experience of working across teams to deliver a number of outputs, is a self-starter with a self-disciplined work ethic, helpful attitude and willingness to learn to learn. The candidate should also have experience working in an office environment, managing and implementing processes, and providing support in collaboration with coworkers. An ability to multitask, manage complex schedules, and meet changing deadlines and circumstances is essential to the position.

Why this role matters

This role offers an exciting opportunity to contribute to CLEAN's mission while gaining valuable insights into donor agency operations, climate and environment policy, technical assistance programming, knowledge management and communications. It is ideal for someone passionate about making a meaningful impact while developing their expertise in a supportive and dynamic environment.

Required experience and skills

- **Education:** Advanced degree in the field of international development, natural resources management, or other relevant academic discipline.
- **Work experience:**
 - Three to five years of relevant experience in programme management and delivery
 - Experience of working in multinational teams / consortia, working with and across different parts of the programme to deliver overall programme objectives.
 - Relationship management, particularly experience in working with external stakeholders on research and or programmes. Preference for experience working
 - Experience in strategic and analytical work; knowledge management, learning plans, and the development of knowledge products will be highly beneficial.
- **Interest:** in different African cultures and ways of working and in contributing to the resilience of local peoples and communities on the continent.
- **Language requirements:** Professional working proficiency in spoken and written English.
- **IT skills:** Proficiency in using the Microsoft Office suite (minimum Word, Excel, PowerPoint) and comfort using project management software (examples include Monday.com, Wrike, MS Teams).
- **Communication skills:** Must demonstrate excellent communication, verbal and written skills in English. Clear communication with colleagues and partners is essential. Ability to extract learnings and key findings from listening in on meetings, informal conversations and from draft outputs such as reports and presentations.
- **Organisational skills:** Require strong organisational skills such as time management, delegation, planning, goal setting and decision-making.

- **Change management skills:** As projects are executed, there are many variables to control, and many situations that might force changes to plans. Candidate coordinators must be flexible and able to adapt to these changes.

Key functional competencies

- Strong interpersonal skills.
- Willingness to learn and ability to receive/integrate feedback.
- Ability to capture key insights, lessons and successes from conversations and report on these.
- Ability to work under pressure and stressful situations.
- Ability to work autonomously and with little or no supervision.
- Willingness to travel to remote and fragile environments.

Institutional competencies

- Able to coordinate well with diverse individuals and teams and to negotiate effectively with colleagues and stakeholders to achieve results.
- Applies principles of ethics, integrity, transparency, and non-discrimination and follows the organisation's ethos.
- Displays cultural, gender, religion, race, nationality, and age sensitivity and adaptability.
- Treats all people fairly and respect.
- Fulfils all obligations to gender sensitivity and zero tolerance for sexual harassment.

Application process

To apply, please complete the following form: [Application form](#)

Applications will close at **midnight (SAST) on 20 April 2025**. Shortlisted candidates will be contacted within two weeks of the closing date. If you are not contacted within this time period, please consider your application unsuccessful. Unfortunately, we are not able to offer feedback on any application made for this job posting.

Only candidates who are eligible to work in South Africa will be considered for this post, and preference will be given to previously disadvantaged individuals. SSN reserves the right not to make an appointment.