

# Vacancy Operation and Procedures Expert – VNG International

<p><b>Proposed function</b></p>	<p>Operation and Procedures Expert</p>
<p><b>Aim of this assignment</b></p>	<p>VNG International is the International Cooperation Agency of the Association of Netherlands Municipalities. Founded in 1993, it is a dynamic organization annually managing around 60 projects and programs worldwide. VNG International are experts in strengthening democratic local government and implement projects in the field of public service delivery, public participation and local economic development.</p> <p>The Government of St Maarten and VNG International have in the aftermath of hurricane Irma, from 2018 – 2021, cooperated in strengthening St Maarten’s disaster management. Results of this partnership include: updated disaster-related legislation (the <i>Landsverordening</i>), updated ESF sector plans (<i>deelpunten</i>), psychosocial support and aftercare for first responders, trainings and operational support for civil servants within St Maarten’s disaster management structure, and a long-term Education, Training and Exercise plan (<i>OTO-plan</i>). A Blueprint Information Management has been developed that introduces a netcentric manner of information management and sharing. The Blueprint institutionalizes a Backoffice responsible for the coordination of information sharing within and between the operational/tactical (ESF) and strategic (EOC) level within the crisis structure.</p> <p>VNG International is preparing a new project, “Fostering Resilient Crisis Management” supporting the government of St Maarten in crisis management and response. This project will have an implementation period of 18 months and will have the following objective: <i>To improve capacities of government entities in St Maarten in the fields of crisis management, information management and human resources and capacities in order to anticipate and adapt to crises, provide for a swift response in future calamities; and to work towards self-sufficiency in the field of crisis management training by setting up a knowledge center.</i></p> <p>This will be realised by achieving the following outputs:</p> <ul style="list-style-type: none"> <li>▪ A netcentric crisis information management system in use with new function profiles and a functional back office and information system;</li> <li>▪ A training and education strategy for staff in crisis management under implementation;</li> <li>▪ Standard operating procedures for various types of crises (scale, severity, type) are developed and trained;</li> <li>▪ A proposal for regional crisis coordination is completed.</li> </ul> <p>Expertise will be provided by a team of international as well as local experts and consultants. An international team of four experts is foreseen:</p> <ul style="list-style-type: none"> <li>▪ Crisis information management expert;</li> <li>▪ Training and training-of-trainers expert;</li> <li>▪ Operation and procedures expert;</li> <li>▪ Regional coordination expert.</li> </ul> <p>Work will be done together with the government of St Maarten, its disaster management section, the different ESF-groups and EOC and the National Disaster Coordination. In addition, coordination and alignment will be sought with the CDEMA-network, UNDP and other relevant project partners.</p>

<p><b>Activities to be performed</b></p>	<p>Aim of the operations and procedures component under the project develop standard operating procedures that define clear lines of tasks and responsibilities in crisis response are trained, exercised and executed. The Operations and Procedures Expert will be responsible for realising this. Activities include:</p> <ul style="list-style-type: none"> <li>• Providing expertise and know-how as an expert in crisis management;</li> <li>• Organize and carry out the following activities: <ul style="list-style-type: none"> <li>○ The development of a crisis escalation structure to clarify which scale of the crisis structure will need to be activated. For instance, for smaller-scale crises such as floods, it might not be necessary to activate the whole EOC and ESF-system;</li> <li>○ The development of crisis scenarios entails fleshing out standard operating procedures for all ESF groups and EOC in three specific types of crises that St Maarten is highly vulnerable to: earthquakes, tsunamis and floods (procedures to be based on the scale, severity and type of crisis);</li> <li>○ The organisation of national crisis exercises to support the institutionalisation of operations and procedures across the crisis escalation structure and in various scenarios (including development of scenarios, injects, counterplay and observation and learning methodologies);</li> </ul> </li> <li>• Ensure proper and regular communication with all project partners including the government of St Maarten, regional networks, the client of the project and the Dutch Representation Office in Philipsburg/Sint Maarten (VNP).</li> </ul>
<p><b>Verifiable deliverables</b></p>	<p>The Operations and Procedures Expert has direct responsibility for the timely of the following deliverables:</p> <ul style="list-style-type: none"> <li>• Crisis escalation structure developed fitting the existing crisis organisation (flexible escalation);</li> <li>• At least 3 standard operating procedures to be developed and trained;</li> <li>• 2 crisis exercises prepared, implemented and evaluated to test the procedures developed;</li> </ul> <p>All deliverables need to be endorsed by the Government of St Maarten.</p>
<p><b>Written reporting requirements</b></p>	<ul style="list-style-type: none"> <li>• Mission reports/monthly reports after each visit, with progress updates and updated planning of activities;</li> <li>• All outputs and deliverables as mentioned above;</li> </ul>
<p><b>Reporting Lines</b></p>	<ul style="list-style-type: none"> <li>• The Operations and Procedures Expert will report to the Project Director at the VNG International home office.</li> </ul>
<p><b>Minimum qualifications</b></p>	<ul style="list-style-type: none"> <li>• A minimum of 10 years of relevant working experience in crisis management and response;</li> <li>• Proven experience in trainings in crisis management;</li> <li>• Experience in developing procedures and policies in the field of crisis management, and the development of scenarios and their impact on crisis management;</li> <li>• Familiar with different organizational systems within crisis management, including flexible upscaling structures;</li> <li>• Experience in preparing, implementing and monitoring trainings, workshops, exchanges, and other project activities;</li> <li>• Proven experience in building up government capacities and knowledge;</li> <li>• Excellent English writing skills;</li> <li>• Diplomatic and inter-cultural communication skills;</li> <li>• Familiarity with the current crisis management structure within government of St Maarten is a plus;</li> <li>• Active and passive knowledge of the Dutch language is a plus;</li> </ul>

	<ul style="list-style-type: none"> <li>Understanding of inter-governmental relations in the field of disaster and crisis management within the Kingdom of the Netherlands is a plus.</li> </ul>
<b>Approximate number of working days</b>	Approximately 60 to 90 working days to be performed, planned and agreed upon with the Project Director and depending on performance.
<b>Period of the assignment</b>	1 February 2022 – 30 June 2023
<b>Place of the assignment</b>	The assignment will be carried out on St Maarten as well home-based. The exact planning of activities and the number of visits to St Maarten will be agreed upon with the Project Director.
<b>Interested?</b>	Interested and qualified experts can submit their CV and cover letter to <a href="mailto:elger.vermeer@vng.nl">elger.vermeer@vng.nl</a> – no later than <b>2 January 2022</b> .