

JOB PROFILE

JOB TITLE	Programmes & Operations Coordinator - AI Focal Point
RESPONSIBLE TO	Associate Director
RESPONSIBLE FOR	N/A, opportunity to progress into line management role
WORKING WITH	Colleagues in the Programme and Operations teams, other RedR staff, Consultants, Associates, Engineering partners and other external contacts as necessary
POST	Full-time (with part-time applications considered)
LOCATION	London, UK (2-3 days per week in our Fitzrovia based office)
PERIOD	Permanent Employment Contract
GRADE & SALARY	£39,571.94 (Grade 3) - £44,034.90 (Grade 4)
OTHER	<p>If you meet most but not all the Essential Criteria, we encourage you to apply for the Grade 3 (Coordinator) role and make this clear in your application. If you are successfully invited to interview, we are open to discussing career progression and objectives to reach the Grade 4 position.</p> <p>RedR is committed to building a diverse and inclusive organisation. We welcome applications from candidates of all backgrounds and will make reasonable adjustments throughout the recruitment process.</p>

ABOUT THIS ROLE

RedR is operating at a moment of significant change in the humanitarian sector. As global humanitarian needs grow in scale and complexity, and expectations around effectiveness, efficiency, and digital capability increase, RedR is intentionally strengthening how its programmes are delivered and supported.

This exciting new role has been created to ensure that RedR's programmes are run effectively, consistently, and at scale, while also improving internal processes to maximise impact. In particular, RedR is seeking to utilise digital workflows in a thoughtful manner, to free up time and capacity to deepen engagement with partners and strengthen the quality of our delivery.

The role is enabling in nature: it exists to make programmes work better, to improve how RedR operates day to day, and to help the organisation adapt to a fast-changing operating environment.

The Programme and Operations (Senior) Coordinator role supports Programmes staff while also taking responsibility for internal system and the improvement of these systems, tools, and processes that enable RedR's work. The role combines hands-on programme coordination and delivery with practical process improvement, including a strong focus on the effective use of AI-enabled tools.

A strong postholder will help reduce friction in delivery, remove bottlenecks, and introduce practical improvements that allow staff and partners to focus on what matters most. Someone effective in this role can make a visible difference to programme quality, organisational efficiency, and the experience of working at RedR.



ABOUT REDR

RedR is an organisation that strengthens the capacity of the humanitarian system to prepare, respond, and recover from disasters worldwide. Founded in 1980 with deep heritage in engineering, we have spent 45 years building humanitarian capacity through three core activities: training, technical assistance, and systems-level change through convening and sharing.

OUR VISION

A world in which sufficient competent and committed personnel are available and responding to humanitarian needs.

OUR MISSION

To strengthen the capacity and resilience of aid workers, communities and organisations in humanitarian, development, and peacebuilding contexts.

OUR VALUES

Collaboration: Work together towards shared goals

Excellence: Continually improve through listening and innovation

Lifelong Learning: Never stop learning

Integrity: Be honest, fair and speak up

Accountability: Do what we say we will



OUR WORK

RedR operates across three interconnected thematic areas, delivering impact through our core learning and development activities:

ENGINEERING IN EMERGENCIES

Addressing the foundational skills gap in humanitarian engineering, we apply technical expertise across post-disaster reconstruction, shelter design, water and sanitation systems, environmental engineering, and civil infrastructure. Working with leading technical institutions and corporate partners including Arup, Ramboll, Mott MacDonald and WSP, we bring this expertise to crisis contexts.

HUMANITARIAN SERVICES

We support individuals and institutions develop expertise across core humanitarian, cross-cutting, and technical competencies, including safety and security, accountability to affected populations, management and leadership, project cycle management, coordination, monitoring and evaluation, and digital transformation. Our approach strengthens organisations and influences sector-wide standards and practices.

CLIMATE CHANGE

Targeting geographical areas most susceptible to climate impacts, we develop adaptive management capabilities, disaster risk reduction expertise, and early action frameworks. Our work builds resilience against extreme weather events.

OUR APPROACH

We deliver our programmes through:

Convening and Sharing - Synthesising sector insights to provide thought leadership, facilitate forums, and influence standards across the humanitarian sector.

Training Programmes - Multi-modal delivery including face-to-face, simulations, online facilitated, e-modules, and self-paced learning, coaching and mentoring.

Technical Assistance - Delivering contextualised solutions, guidance frameworks, and advisory services.

MAIN DUTIES AND RESPONSIBILITIES

AI and Digital Enablement

- Apply AI-enabled tools (primarily via Microsoft Copilot Premium) to improve programme and operational workflows.
- Develop, trial, and implement AI-assisted processes or agents (e.g. Copilot agents or workflow automations) to reduce administrative burden and improve efficiency, based on clearly defined logic, safeguards, and approval processes.
- Act as a practical and pragmatic focal point for AI use within programmes, with an awareness of risks, limitations, and ethical considerations.
- Demonstrate effective use of digital and AI tools and support colleagues to adopt them through example, shared tools, and practical guidance.

Programme Delivery and Coordination

- Support the delivery of larger programmes working under the oversight of the Associate Director and taking responsibility for components such as coordination, operations, partner liaison, or reporting.
- Lead delivery of smaller or more contained projects end-to-end, applying RedR systems, processes, and tools consistently.
- Coordinate programme activities from design through implementation and close-out, ensuring agreed timelines, scope, quality standards, donor requirements, and RedR policies and procedures are met.
- Work directly with partners and stakeholders through programme delivery, maintaining professional and constructive relationships.
- Coordinate delivery within agreed resources and contribute to accurate financial tracking and reporting where required.

Programme Operations and Systems Improvement

- Support in the operational usage of systems such as Salesforce, Sharepoint, Eventbrite, Survey Monkey, Moodle, Leave Dates, Quickbooks, Dext
- Contribute to the review and improvement of operational processes (such as onboarding, offboarding, mobilisation of consultants) across programme planning, delivery workflows, compliance, reporting, and related systems.
- Identify inefficiencies or duplication and propose practical improvements that enhance consistency and ease of use.
- Develop and maintain tools, templates, and guidance that support programme delivery, implementing changes in line with agreed direction and senior oversight.
- Demonstrate a mindset of continuous improvement, using feedback and learning from delivery to inform improvements in practice and processes across programmes.
- Carry out work in line with RedR's safeguarding, duty of care, and security procedures.

Cross-Organisational Working

- Work closely with programme colleagues and the wider operations team to ensure systems and processes reflect real delivery needs.
- Take ownership of agreed tasks and deliver work directly, rather than operating solely in an advisory capacity.
- Contribute to a collaborative and supportive working culture aligned with RedR's values.

KEY COMPETENCIES

This role will be assessed against RedR's competency framework. The following core competencies are particularly relevant:

Managing Projects

- Demonstrated experience coordinating or delivering projects or programmes.
- Ability to plan, prioritise, adapt to change, and manage risks within agreed parameters.

Achieving Results

- Strong ownership of work and focus on delivering reliable, high-quality outputs.
- Ability to identify problems, propose solutions, and follow through to implementation.

Demonstrating Leadership

- Emerging to developing leadership behaviours, including alignment with organisational goals and leading by example.
- Ability to facilitate collaboration, support others, and operate effectively across cultures and teams without formal authority.

Humanitarian Learning Principles and Practices

- Understanding of humanitarian principles and operating contexts.
- Ability to apply this understanding appropriately in day-to-day programme work, considering ethical and contextual implications.

PERSON SPECIFICATION / EXPERIENCE

ESSENTIAL

- Strong digital literacy, including demonstrable practical experience using AI-enabled tools (e.g. Copilot Premium) and designing workflow automations or agent logic to improve workflows and efficiency. Including awareness of AI risks, limitations, and responsible use
- Project management – at least 3 years' experience in designing, implementing, risk managing and reporting on projects throughout the project cycle. Comfort working with ambiguity and evolving priorities
- Effective workload management skills and ability to use initiative to solve problems
- Communication - Good interpersonal communication skills and self-awareness
- Experience working across cultural contexts
- Languages – Fluency in English

DESIRED

- Experience in the humanitarian and/or development sector
- Languages – Fluency in Arabic or French
- Qualification – Graduate/Post graduate degree in related subject such as Humanitarianism or International Development and suitable project management qualification. Engineering or climate related post graduate degrees would also be an asset.



What We Offer

- High levels of autonomy and trust within a supportive environment
- Close working relationships with the Senior Leadership Team
- Genuine opportunity to influence how RedR operates and delivers its mission
- Scope for professional growth as the role and organisation develop
- Purposeful, practical work directly connected to humanitarian impact
- A wide range of learning and development opportunities

Further Reading

To support your application and understanding of the role, we recommend reviewing the following resources:

RedR Resources

- [RedR Website](#) - Comprehensive overview of our work, impact, and current programmes
- [RedR Strategy 2025-27](#) - Our strategic direction and priorities for the next three years
- [RedR Annual Report](#) - Detailed overview of our recent impact and financial position
- [Financial Times Recognition](#) - Coverage of RedR as one of "20 Leading Organisations Helping to Rebuild Broken Worlds"

Application Process

Please send a CV and cover letter outlining your suitability for this role to <hr@redr.org.uk>, including the Subject Line:

Programmes & Operations Application - First Name, Second Name

The application deadline is 15th June. We will review applications on a rolling basis and encourage early applications. All applications received by the closing date will be considered.

Interview Process:

Stage 1 - Interview - rolling basis

Stage 2 - Test

Stage 3 - Final Interview - estimated decision by early July.

Due to the number of expected applications we will only be able to respond to those who have been shortlisted for interview.