

## Working with Terre des hommes

Terre des hommes (Tdh) is Switzerland's largest child aid organisation. It runs programmes providing **health care** and **protection** to vulnerable children in 34 countries. Tdh has built a team of people who have acquired skills through extensive training and past professional experience. Tdh ensures activities are run smoothly by using modern management and communication tools and constantly improving services.

Working for Tdh is a real **commitment**. Whether you work in the field or at head office, you are helping to improve the lives of thousands of children, families and communities in need. You must believe in humanitarian causes. When choosing new team members, we focus on several criteria, including your ability to adapt to a range of situations, new living conditions and different cultural environments.

Today, Tdh has over 100 employees working in Switzerland, between 70 and 100 expatriate employees working in the field, and over 1,500 locally recruited employees.

### TRAINING AND PROFESSIONAL EXPERIENCE

You must have extensive training and professional experience before being recruited by Tdh. For field positions, you must have experience living in a different cultural environment, the ability to tolerate stress, the ability to adapt to different situations and the ability to empathise with others.

### LANGUAGES AND COMPUTER SKILLS

Language skills are a real advantage. All positions require knowledge of English and French. Depending on the position you apply for, you may also need to speak German, Portuguese, Spanish or Arabic. In terms of computer skills, you must be familiar with the Windows environment and all major applications (Word, Excel, etc.).

### SAFETY – LIVING CONDITIONS – STRESS

Working for Tdh does involve risks. We make the safety of people working with Tdh one of our priorities. Safety is directly affected by the professional risks arising as a result of the context, mission and nature of the organisation. Expatriates are always briefed on mission conditions before departure. Before joining Tdh, you should seriously consider what it means to adapt to different living conditions (food, accommodation, lifestyle, leisure activities, language, colleagues, etc.), experience lower levels of material comfort and live far from lived ones.

### EMPLOYMENT CONDITIONS

Tdh offers a stimulating professional environment in keeping with its values. It also offers competitive salaries, good social benefits, personal training and development opportunities, career advancement, structured pre-mission briefings and personalised support.

Do you share Tdh's motivations and values?  
Join us! Take a look at the positions advertised on our website: [www.tdh.ch](http://www.tdh.ch)

## THEMATIC POSITIONS

Tdh is renowned for its operations in the fields of **child protection** and **health**. To ensure projects are coherent and of a high standard, Tdh recruits thematic experts for each of its areas of expertise. These experts provide technical assistance to teams, help support or reinforce national systems, share best practices and take part in prevention or advocacy work targeting families, communities and governments.

### PROTECTION

- Trafficking, abuse and exploitation
- Juvenile justice
- Child protection systems
- Lack of family support
- Humanitarian crises



### HEALTH

- Mother and child health
- Nutrition
- Water, hygiene and sanitation
- Improved livelihoods and food security

## PROFILES

**The experience required depends on the position applied for and level of responsibility involved.**

- ✓ **Child protection** profile: These positions require a university diploma in social sciences or child protection related fields (psychology, psychosocial assistance, law, special education or social work); a minimum of three years' experience working in the child protection field covered by the project, ideally in a developing country; extensive experience in project management; familiarity with the main donors in the field; experience as a team leader (if possible); fluent English.
- ✓ **Health** profile: These positions are for doctors, nurses or midwives with experience in public health. They require a minimum of three years' experience in operations targeting mother-and-child and community health, ideally in a developing country; extensive experience in project management; experience as a team leader; fluent English.

- ✓ **Water, hygiene and sanitation profile:** *These positions require technical and managerial skills in the water, hygiene and sanitation field (civil engineering, hydraulics, construction, urban and rural planning, development) acquired in an academic or professional environment and/or three to five years' experience. Experience is also required in capacity building for local partners and managing technical teams. Applicants must master international standards in the field. Knowledge of public-private donors is an advantage. Fluent English is required.*
- ✓ **Improved livelihoods and food security profile:** *These positions require a diploma in agro-economics or socioeconomics, or equivalent experience in emergency food security and livelihoods (including in operations based on cash transfers and market support); confirmed practical experience in at least two of the following fields: food security evaluations, nutrition surveys, cash-based operations and organisation of food distribution; fluent English.*

## POSITIONS

- **Project leader/thematic coordinator:** The project leader/thematic coordinator is in charge of developing the thematic intervention strategy and ensuring the project runs smoothly in the country concerned. He/she respects Tdh's policies and national intervention strategies, and ensures the project(s) obtain the desired results. The project leader makes managerial decisions concerning his/her teams. He/she is free to make decisions and take actions with respect to his/her area of expertise and the project's scope. He/she is responsible for the overall results of the project(s) he/she manages. He/she also ensures the synergy of his/her project with other projects developed by the delegation. He/she strengthens expertise in his/her area of intervention and trains teams in the country (or countries) concerned. Prior experience in writing project proposals for donors is required.
- **Regional adviser:** The regional adviser ensures that projects developed in the health or protection fields are coherent and of a high standard with respect to their theme. He/she helps define strategies for a specific geographical region and is the thematic resource person for other national team members. He/she may be in charge of a team of project leaders or a representative role in his/her field.
- **Thematic adviser:** The thematic adviser provides thematic support and quality assurance during the design and monitoring of projects in his/her area of expertise. He/she helps recruit, train and evaluate project leaders; capitalises on and shares know-how; develops thematic institutional strategies and represents the organisation in professional networks.

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## POSITIONS MANAGING OPERATIONS: DEVELOPMENT AND HUMANITARIAN AID PROGRAMMES

Tdh is always looking for new staff. Our team members have professional skills, practical experience, commitment and real concern for beneficiaries. If you are interested in working for us, you can apply any time. Take a look at the positions advertised on our website: [www.tdh.ch](http://www.tdh.ch)

Tdh has built a team of people who have acquired skills through extensive training and past professional experience.

### AT HEAD OFFICE

- **Programme manager:** The programme manager is responsible for the overall management of programmes in a geographic area, with support from a small team. He/she works in coordination with technical, thematic, administrative and logistic support services at head office. He/she oversees the work of delegate leaders in the field.
  - ✓ *Profile:* This position requires advanced training; a minimum of five years' experience in managing humanitarian or international development programmes; if possible, extensive knowledge of the health and child protection fields; extensive experience working with international donors; extensive experience in project cycle management; extensive availability for international missions; fluent English; German is an advantage.
- **Desk officer:** The desk officer works under the programme manager and is responsible for the operational monitoring of specific delegations. To perform his/her duties, he/she makes regular field visits to monitor the programmes under his/her supervision.
  - ✓ *Profile:* This position requires university or equivalent training; three to five years' experience in developing countries and/or the humanitarian sector; experience in project cycle management; experience in managing donor relations; fluent English; a second language if possible.
- **Programme coordinator:** The programme coordinator works under the programme manager and is in charge of the day-to-day management and administration of support to countries in the area he/she has been posted to.
  - ✓ *Profile:* This position requires university training; professional experience; if possible, experience working in the field; an understanding of budgetary monitoring; writing skills in two languages; availability for international missions; fluent German and English or Spanish.
- **Thematic humanitarian expert:** The humanitarian expert works under the emergency response unit manager. He/she is the resource person for his/her area of expertise in the emergency response unit. He/she is responsible for ensuring that all activities launched as part of emergency projects respect and are coherent with his/her field's thematic policy. He/she takes part in the strategic planning of emergency response projects in coordination with field teams, operations desks and thematic advisers.
  - ✓ *Profile:* This position requires thematic expertise; confirmed project management experience in the field concerned; five years' field experience in emergency response actions; extensive availability for international missions; a holistic understanding of child welfare; fluent English; a second language if possible.

## IN THE FIELD

- **Delegation leader:** The delegation leader represents Tdh in the country concerned. He/she is responsible for implementing Tdh's mandate and respecting the organisation's ethical standards, values, image and position. The delegation leader oversees operations by developing a programme vision and strategy. He/she coordinates activities (through project engineering), manages the team (local and expatriate staff) and is responsible for financial management, especially potential sources of financing.
- ✓ *Profile: This position requires advanced studies in political sciences, economics, social studies or management (at a business school); a minimum of three to five years' experience in implementing development and/or humanitarian programme strategies as an NGO mission leader or country director; fluent English; German if possible.*



- **Deputy delegation leader/coordinator:** The deputy delegation leader/coordinator answers to the delegation leader. He/she is responsible for a geographical area or a thematic/multidisciplinary group of projects. He/she ensures the operations strategy is implemented in his/her area of action, and helps define the future programme strategies. He/she manages and trains his/her project leaders on project management (especially on the methodology and writing of project documents for donors). When authorised

to do so by the delegation leader, he/she represents Tdh in his/her area of action and manages the human and financial resources allocated to projects.

- ✓ *Profile: This position requires advanced studies in political sciences, economics, social studies or management (at a business school); a minimum of three years' experience as a project leader or a thematic or support coordinator; management skills; project management skills; potential to become a programme director; fluent English; German if possible.*
- **Emergency response coordinator:** Working as part of the emergency response unit, the emergency response coordinator defines strategies, represents Tdh, manages teams and coordinates programmes in the emergency humanitarian situations.
- ✓ *Profile: This position requires advanced training; at least five years' experience in a management position at an NGO, preferably in emergency response situations; experience in managing teams; ability to analyse situations; stress tolerance; knowledge of emergency humanitarian mechanisms and actors; excellent interpersonal skills; ability to work as part of a team; fluent French and English (imperative).*

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## SUPPORT PROGRAMME POSITIONS

Our support teams provide skills, expertise and support in sectors including specialised care, administration, financial management, human resource management, risk management, security, information technology (IT) and logistics. Here are some examples of positions at head office and in the field.

### AT HEAD OFFICE

- **Auditor:** The auditor is responsible for financial management and accounting in the projects/countries under his/her responsibility. He/she gives priority to the checking and auditing of accounting statements and the financial monitoring of donor contracts, so this information can be included in Tdh's financial accounting statements. He/she must be available for international missions.
  - ✓ *Profile: This position requires a Swiss federal certificate of proficiency in business, commercial diploma, degree in accounting or similar qualification; one to two years' experience in accounting, consolidation and reporting for an SME, trust or equivalent organisation; accuracy; precision; organisational and writing skills; good command of French; fluent German and English or Spanish; knowledge of SAGA accounting software is a plus.*
- **Accountant:** The accountant keeps regular and accurate accounts at head office until year-end, manages VAT statements, helps finalise year-end accounts and prepares budgets.
  - ✓ *Profile: This position requires a Swiss federal certificate of proficiency in business, commercial diploma, degree in accounting or similar qualification; two to three years' experience in a similar position; mastery of Swiss GAAP; the ability to independently manage accounts until end-of-year statements are finalized; mastery of IT tools; if possible, knowledge of Abacus; fluent French and good knowledge of German.*
- **HR partner:** The HR partner is in charge of a specific group (profession) and manages team members concerned (advancement, recruitment, mobility, transfers, conflict resolution, performance reviews, advice, development and pay). He/she builds operational partnerships and ensures the organisation is able to respond appropriately to institutional needs.
  - ✓ *Profile: This position requires advanced training in HR; a minimum of three years' experience in a similar position and/or experience working for a humanitarian organisation in the field in a position with HR duties; dynamism; flexibility; independence; interpersonal communication skills; fluent French and good knowledge of German and English.*
- **IT officer:** The IT officer is in charge of preparing and configuring hardware and software for users. He/she also works towards ensuring team members are able to use applications independently.
  - ✓ *Profile: This position requires a Swiss federal certificate of proficiency in IT or similar diploma; experience in laptop installation, documentary management and information management; knowledge of Lotus Notes, MSOffice, Adobe, etc.; fluent French and very good knowledge of English.*

- **Administrative assistant:** The administrative assistant performs secretarial and administrative tasks in the department concerned. He/she monitors and develops different tools, and manages flows of information/correspondence inside/outside the organisation.
- ✓ *Profile: This position requires advanced studies or a Swiss federal certificate of proficiency in business; three to five years' experience in a similar position in an international environment; independence; flexibility; the ability to multitask; excellent interpersonal skills; fluent French and good knowledge of German and English.*

## IN THE FIELD

- **Administrative and financial coordinator:** The administrative and financial coordinator directs and organises the delegation's administrative and financial "service" (overseeing general accounting and administrative and budgetary management). He/she liaises between the delegation, head office and/or donors with respect to financial reporting. He/she supervises and monitors the administration of multi-site, multi-donor and/or multi-partner projects. He/she supports and checks the quality of work performed by teams with respect to Tdh's mandate and commitments, as well as international rules.
- ✓ *Profile: This position requires an advanced diploma in accounting and financial management or administration; a minimum of two years' experience in a similar position at an NGO; accuracy; the ability to adapt to new situations; openness; fluent French and good knowledge of German and English or Spanish; good command of IT tools, including SAGA accounting software.*
- **Logistics officer:** The logistics officer manages an operational area. He/she manages local teams, plans activities, checks the standard of work performed and monitors operations. He/she supervises the logistical aspects of missions in accordance with Tdh standards and donor rules, manages programme logistics and material resources, ensures material supplies are respected, ensures purchasing procedures are strictly respected and ensures logistics procedures are respected on site.
- ✓ *Profile: This position requires a diploma in logistics or similar area; a minimum of three years' experience in the humanitarian sector, working in emergency situations managing international and national teams; initiative; the ability to adapt; a solution-oriented mindset; analytical skills; a capacity for synthesis; fluent French and good knowledge of German and English or Spanish.*



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## COMMUNICATIONS AND FUNDRAISING POSITIONS

### AT HEAD OFFICE

The communications and fundraising department is in charge of media relations, volunteers, community management and donor relations (with major donors, the general public, companies and national campaigns). Positions are based in Lausanne or Zürich.

- **Communications or media relations officer:** Answering to the news manager, the communications/media relations officer helps promote Tdh's mission and actions by managing editorial lines (on the website and social media), writing appropriate content and coordinating internal information flows (at head office and in the field). He/she contributes to Tdh's positioning, renown and visibility in the child aid field. He/she also develops communications on actions and campaigns in Switzerland.
- ✓ *Profile: This position requires advanced training in communications or journalism; a minimum of three years' experience working in a communications department or as a project manager in a communications agency; confirmed writing skills; analytical skills; capacity for synthesis; aptitude for social networks and the internet; fluent French and good knowledge of German and English.*
- **Fundraising officer:** Answering to the area leader, the fundraising officer helps develop new partnerships and run different sub-projects to attract and keep new donors (focusing on specific donor groups – individuals, foundations or companies).
- ✓ *Profile: The position requires advanced training in sales and marketing (SAWI graduates or federal diploma holders); a minimum of three years' experience in key accounts management or direct marketing; ability to negotiate; analytical skills; familiarity with IT tools; a real affinity for digital media; fluent French and good knowledge of German/Swiss German and English.*

- **Multimedia development officer:** Answering to the visual communications manager, the multimedia development officer is in charge of developing multimedia tools, managing the website, suggesting new developments to maintain Tdh's web platforms up-to-date from a technical point of view and managing the implementation of the video development strategy.
- ✓ ***Profile:** This position requires training in multimedia or multimediac design; two to three years' experience in website development and/or multimedia design; experience in web marketing; good knowledge of website architecture and digital security; good knowledge of languages and tools for website development and editing; fluent French and an understanding of German and English.*



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- **Area leader:** The area leader is in charge of managing his/her area (communications, fundraising, philanthropy, volunteer relations or donor relations) with support from a small team and in coordination with internal and external actors. He/she ensures projects run smoothly, either as a project leader or a participant. He/she respects KPIs and manages information flows.
- ✓ ***Profile:** This position requires university or advanced-level training in the field concerned; several years' experience in a similar position; experience in managing and motivating a team; experience in project management; strong analytical skills; capacity for synthesis; communications skills; fluent French and German/Swiss German and excellent knowledge of English.*
- **Donations officer:** Answering to the area leader, the donations officer enters donations received and ensures files are accurate. He/she performs tasks for the donations department, takes part in managing payments and monitors supporters.
- ✓ ***Profile:** This position requires a Swiss federal certificate of proficiency; two to three years experience in data entry; good analytical skills; the ability to provide good customer service; precision; familiarity with IT tools; fluent French and good knowledge of Swiss German.*

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