

TERMS OF REFERENCE

Programme Coordination Officer

Job Title: Programme Coordination Officer

Department: Programmes & Partnerships

Reports To: Head of Programmes & Partnerships

Supervises: 1-2 programme support personnel, as required.

Updated on: 14 July 2026

Job Summary

Under the supervision of the Head of Programmes & Partnerships, the Programme Coordination Officer supports the operational coordination of selected multi-partner initiatives implemented by members of the ProtectDefenders.eu Consortium, including projects funded under the Citizens, Equality, Rights and Values (CERV) Programme and schemes funded by the Directorate-General for International Partnerships (INTPA), for which the ProtectDefenders.eu Secretariat has been entrusted with a coordination role by the Consortium and/or external donors.

The position facilitates collaboration, communication, and information-sharing among consortium members involved in these initiatives, ensuring effective coordination of activities, workplans, deliverables, reporting obligations, and joint actions. The role also contributes to the collection, consolidation, and management of programme information and results, supporting monitoring, evaluation, accountability and learning processes.

In addition, the position contributes to the effective functioning of ProtectDefenders.eu by supporting thematic and operational exchanges related to the protection and support of human rights defenders, coordinating the day-to-day functioning of the Single Entry Point, and administering designated support instruments managed by the ProtectDefenders.eu Secretariat, including the Emergency Fund.

The role is primarily focused on programme coordination, consortium engagement, information management, and stakeholder relations.

Key Responsibilities

1. Consortium Coordination and Member Engagement (50%)

- Coordinate and facilitate Secretariat-mandated working groups, thematic initiatives, and collaborative processes involving ProtectDefenders.eu consortium members.
- Organise and support meetings, consultations, workshops, webinars, and other coordination activities, including preparation of agendas, minutes, action points, and follow-up communications.
- Serve as the primary focal point for day-to-day coordination and information-sharing among consortium members participating in assigned initiatives and working spaces.

- Support the management of consortium collaboration and engagement tools, including online platforms, communities of practice, and members' engagement initiatives.
- Monitor agreed actions and commitments arising from coordination processes and support reporting, documentation, and knowledge-sharing related to assigned initiatives.

2. Single Entry Point Management (20%)

- Manage the day-to-day operation of the ProtectDefenders.eu Single Entry Point, ensuring the timely registration, processing, referral, and follow-up of incoming requests.
- Coordinate communication and information exchange between applicants, consortium members, and other relevant stakeholders in accordance with established procedures.
- Maintain and oversee databases, case-tracking systems, and other information-management tools related to Single Entry Point operations.
- Produce regular statistics, operational reports, and analytical updates regarding requests, referrals, response times, and service delivery.
- Identify operational challenges and contribute to the continuous improvement of procedures, workflows, and tools supporting the Single Entry Point.

3. Emergency Fund Administration (30%)

- Administer the Emergency Fund in accordance with established procedures and decisions taken by the relevant governance and decision-making bodies.
- Coordinate contractual, financial, and administrative processes related to approved grants and support measures.
- Liaise with beneficiaries, consortium members, service providers, and other stakeholders regarding administrative and contractual matters.
- Maintain accurate financial, contractual, and administrative records and ensure compliance with donor and internal requirements.
- Support the preparation of financial updates, donor reports, audits, and other documentation related to Emergency Fund implementation.

4. Monitoring, Reporting and Secretariat Support

- Maintain accurate records, databases, filing systems, and documentation related to assigned responsibilities.
- Support data collection, reporting, monitoring, and information-management processes across Secretariat-coordinated initiatives and mechanisms.
- Prepare reports, briefing notes, presentations, statistical overviews, and other internal and external documentation.
- Provide day-to-day guidance and support to interns, trainees, junior staff members, consultants, and project support personnel, as assigned.
- Contribute to Secretariat-wide activities, consortium meetings, and other duties assigned by the Head of Programmes & Partnerships or the Director.

Qualifications

- Bachelor's degree in International Relations, Human Rights, Political Science, Social Sciences, Public Administration, or a related field. A Master's degree is an asset.

- At least three years of demonstrable professional experience in multi-stakeholder and partnerships coordination, project support, grants administration, or similar functions.
- Experience working with civil society organisations, international NGOs, donor-funded programmes, or human rights-related initiatives.
- Experience organising and facilitating multi-stakeholder coordination processes and collaborative working spaces.
- Experience in grant administration and donor reporting is highly desirable.
- Familiarity with European Union institutions and funding mechanisms is an asset.
- Excellent written and spoken English.
- Knowledge of French and/or Spanish is highly desirable.

Skills and Competencies

- Outstanding organisational and coordination skills.
- Excellent planning and time-management abilities.
- Ability to manage multiple tasks and deadlines simultaneously.
- Strong interpersonal and communication skills.
- Excellent drafting, reporting, and information-management skills.
- High level of attention to detail and accuracy.
- Ability to work independently while maintaining close coordination with colleagues and partners.
- Strong problem-solving and follow-up skills.
- Proficiency in Microsoft Office and online collaboration tools.
- Commitment to human rights and the values of ProtectDefenders.eu.

Working Conditions

- The position is based at the ProtectDefenders.eu Secretariat in Brussels.
- Occasional travel may be required.
- The officer may be required to work outside regular office hours to meet project deadlines or attend meetings and events.
- Salary in line with Belgian legal requirements and internal policy, based on candidate's experience: 3600-4000 EUR/month gross (Full time). Other benefits included: health insurance, pension scheme contribution, transportation allowance, home-working allowance, meal vouchers, eco-vouchers and 13th month salary.
- Pro-rata 20 legal days holidays + 6 extra-legal days

- 1 year contract with possibility of extension.

ProtectDefenders.eu is an equal opportunity employer and encourages applications from individuals of all backgrounds and experiences. We are committed to fostering an inclusive, diverse, and respectful working environment.

Application Process

Please send your CV and cover letter (please include information about your availability) as soon as possible before 9 August 2026 by email at recruit@protectdefenders.eu with the subject: 'Programme Coordination Officer – Your surname'. Please note that use of AI is not accepted.

Applications will be reviewed on a rolling basis and the position may be filled before the deadline.

Please note that only short-listed candidates will be contacted.

By joining ProtectDefenders.eu, you will contribute to a meaningful mission dedicated to protecting human rights defenders worldwide.