

Job Description

Job Title

Branch Support Officer

Reports To: Director

Employment Status: Full-Time

About the British Virgin Islands Red Cross

The British Virgin Islands (BVI) Red Cross is a Branch of the British Red Cross and forms part of the world's largest humanitarian network of the International Red Cross and Red Crescent Movement. Guided by the Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality, the BVI Red Cross works to prevent and alleviate human suffering through disaster preparedness and response, health promotion, first aid, community resilience, emergency response, youth engagement, and humanitarian assistance.

The Branch is committed to strengthening community resilience, supporting vulnerable populations, and delivering effective humanitarian programmes that improve the lives of people throughout the British Virgin Islands.

Position Summary

The Programme & Branch Support Officer plays a key role in supporting the effective planning, implementation, monitoring, and evaluation of the Branch's programmes, projects, and operational activities. Working closely with the Director, the successful candidate will provide technical, administrative, and programmatic support across a broad range of humanitarian initiatives.

The role requires a highly organized, analytical, and proactive individual with experience in programme coordination, grant administration, proposal development, data analysis, reporting, and stakeholder engagement. The Programme & Branch Support Officer will contribute to ensuring that projects are implemented efficiently, donor requirements are met, and organizational objectives are achieved.

Key Responsibilities

Programme and Project Support

- Provide operational and administrative support for all Branch programmes, projects, and humanitarian activities.
- Assist in the planning, coordination, implementation, and monitoring of community programmes and special events.
- Support project implementation to ensure activities are delivered on schedule and within budget.
- Assist in monitoring project performance, outputs, outcomes, and deliverables.

Grants and Proposal Development

- Assist in researching funding opportunities from local, regional, and international donors.
- Support the preparation of grant applications, funding proposals, concept notes, and supporting documentation.
- Assist in managing grant-funded projects to ensure compliance with donor requirements and reporting timelines.
- Maintain accurate grant records and monitor reporting deadlines.

Monitoring, Evaluation, Accountability and Learning (MEAL)

- Collect, compile, analyse, and interpret programme data to support evidence-based decision-making.
- Assist with the design and maintenance of data collection tools and reporting templates.
- Prepare statistical reports, dashboards, and programme summaries.
- Support monitoring, evaluation, accountability, and learning (MEAL) activities across Branch programmes.
- Ensure programme data is accurate, timely, and securely maintained.

Reporting

- Prepare quarterly, annual, donor, narrative, and statistical reports for the British Red Cross and other stakeholders.
- Assist with compiling financial and programme reports, including budget versus actual expenditure reports.
- Contribute to the preparation of Board reports and organizational updates.

Financial and Administrative Support

- Support the development and monitoring of the Branch's annual operational budget.
- Assist with procurement processes in accordance with organizational policies.
- Maintain organized programme documentation, records, and filing systems.
- Support logistics for meetings, workshops, training sessions, and community events.

Communications and Community Engagement

- Monitor and respond to enquiries received through the Branch's general email account.
- Assist in managing the Branch's social media platforms and website content.
- Coordinate with graphic designers, photographers, videographers, and other service providers to produce communication materials.
- Support public awareness campaigns, community engagement activities, and visibility initiatives.

- Build and maintain positive relationships with volunteers, partners, donors, government agencies, and community stakeholders.
 - Represent the Branch professionally when required.
 - Perform other duties as assigned by the Director that support the mission and objectives of the BVI Red Cross.
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Qualifications and Experience

Required

- Associate's Degree in Business Administration, Public Administration, Project Management, International Development, Social Sciences, Humanitarian Studies, Communications, or a related discipline.

Preferred

- Bachelor's Degree in a relevant field.

Experience

- Minimum of two (2) years' relevant professional experience in programme administration, project coordination, grants management, monitoring and evaluation, research, data analysis, or a related field.
 - Experience compiling, analysing, interpreting, and presenting quantitative and qualitative data.
 - Experience preparing technical reports, donor reports, and project documentation.
 - Experience supporting proposal writing and grant applications.
 - Experience working with budgets, financial tracking, and project monitoring is an asset.
 - Previous experience working with a non-profit, NGO, humanitarian organization, or donor-funded project would be highly desirable.
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Knowledge, Skills and Competencies

- Strong analytical and problem-solving skills.
- Excellent report writing and written communication skills.
- Ability to collect, analyse, and interpret programme data.
- Strong organizational and project coordination abilities.
- Excellent attention to detail and accuracy.
- Ability to manage multiple priorities and meet deadlines.



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- Excellent interpersonal and stakeholder engagement skills.
 - Strong presentation and communication skills.
 - High level of integrity, professionalism, and confidentiality.
 - Ability to work independently with minimal supervision while contributing effectively within a team environment.
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Technical Skills

- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).
 - Strong Microsoft Excel skills, including data analysis and reporting.
 - Experience using Microsoft Teams, SharePoint, and cloud-based collaboration platforms is desirable.
 - Familiarity with Canva, social media management platforms, survey tools, or data visualization software would be an advantage.
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Core Values

The successful candidate must demonstrate a commitment to the Fundamental Principles of the Red Cross and Red Crescent Movement and uphold the values of integrity, accountability, collaboration, respect, inclusion, and service to humanity.

How to Apply

Interested candidates are invited to submit the following:

- A current **résumé or CV**; and
- **Two (2) reference letters**.

Applications should be submitted via email to: **director@redcross.vg**

Application Deadline: September 15, 2026

Please include “**Programme & Branch Support Officer**” in the subject line of your email.

Only shortlisted candidates will be contacted.

The British Virgin Islands Red Cross is committed to equal opportunity and welcomes applications from suitably qualified individuals who share our commitment to humanitarian service.