

ROLE PROFILE

JOB TITLE:	Programme Assistant	REPORTING TO (TITLE & NAME):	Michelle Foley Head of Well-being and Resilience
TEAM:	Well-being and Resilience	DATE:	October 2025
LOCATION:	Dublin	CONTRACT TYPE:	Temporary – 1 year fixed term
WEEKLY HOURS:	Full-time (35 hour per week)	SALARY:	Scale I (€30,326 - €43, 006)

Principal Objective of the Team and Role (general nature, level, purpose and objective):

Team purpose; In line with key priorities outlined in the FLD Strategic Plan (2023 – 2027), the purpose of the Well-being and Resilience Team is tasked with designing and guiding the organisation’s strategic approach to strengthening HRD/ HRO well-being and resilience, enhancing the tools and supports available to HRD/HROs to address their well-being, manage stress and deal with trauma, as part of an integrated approach to strengthen their HRD protection and enhance the effectiveness and sustainability of their human rights work.

The team holds HRD mobility expertise (access to visas etc), and is responsible for mapping temporary relocation opportunities available to HRDs/HROs at risk across the regions, accompanying existing relationships, supporting and nurturing new opportunities, and supporting information sharing with HRDs re. access and opportunities. In addition, the team delivers FLDs referral partnership with the Government of Canada on their HRD Resettlement Streams for Human Rights Defenders (Global). The team also manages the Front Line Defenders ID card programme, and the Emergency Contact line.

The team works in close cooperation with Protection and Programmes Teams, with the support provided forming a key part of the organisation’s holistic approach to HRD protection.

Role Purpose: The Programme Assistant will support both the Wellbeing and Resilience team (85%) and the Protection Grants team (15%) to deliver upon the objective of providing practical support to human rights defenders at risk.

The Programme Assistant will provide administrative support the WB&R team with the delivery of the Wellbeing and Resilience Programme of work including: tracking and triaging requests; drafting agreements; liaising with HRDs (as requested and appropriate); supporting transfers, working with Operations team colleagues on key logistics (visa, travel etc); and acting as a key liaison for Dublin programme participants while in Ireland.

The Programme Assistant will be responsible for the administration of the ID cards programme for HRDs at risk, including receiving requests, issuing cards, and maintaining accurate records on issuance and usage. The Programme Assistant will also play a key coordination role in relation to the Emergency Line programme; ensuring the rota is populated, the rotations are smooths and the call logs are maintained.

In addition, the Programme Assistant will dedicate 15% (1 hour per day) to supporting the Protection Grants Team with uploading applications for grant support to the FLD database.

Responsibilities:

The list should contain each and every essential job duty or responsibility that is critical to the successful performance of the job. The list should begin with the most important functional and relational responsibilities and continue down in order of significance.

Support to Wellbeing & Resilience Programme (85% of role)

- Assist with the delivery and coordination of the Wellbeing and Resilience programme for human rights defenders (HRDs) at risk;
- Track support requests (wellbeing, referrals etc) and maintain an organised log of pending and processed requests;
- Draft support agreements in line with programme protocols and guidelines;
- Liaise with HRDs as advised and as appropriate to provide updates and gather necessary information;
- Together with the Operations team, support the logistics for Dublin Programme participants, including: visa processing; travel arrangements; and practical programme development; and
- Act as a key liaison for Dublin R&R programme participants, ensuring they are well-supported while in Ireland;

ID Cards Programme Administration

- Receive and process requests for ID cards for HRDs;
- Issue ID cards and ensure accurate tracking of all issued cards;
- Maintain comprehensive records on the usage and validity of ID cards.

Coordination of Emergency Line

- Maintain and populate the rota for the Emergency Line programme;
- Ensure smooth transitions between emergency line shifts; and
- Ensure accurate Emergency Line call records.

Grants Support (15% of role)

- Upload applications and associated documents to the FLD database;
- Ensure accurate and timely entry of grant data for processing and decision-making; and
- Maintain confidentiality and compliance with data handling procedures for sensitive grant applications.

Monitoring, Evaluation, and Learning (MEL)

- Maintain accurate and up-to-date records of programme activities to support MEL efforts;
- Contribute to data collection and reporting to inform learning and improvements within the WB&R programme;
- Support the collation and organisation of qualitative and quantitative data relating to the WB&R supports.

Information & Records Management

- Ensure all programme-related data is consistently updated, well-organised, and accessible to relevant teams; and

- Work within established protocols to protect sensitive information and uphold HRD confidentiality.

This job description is intended as a summary of the primary responsibilities of and qualifications for this role. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform based on requirements either now or in the future.

Reporting Structure (number of team members supervised in this job):

Directly: -

Indirectly: -

Well-being Coordinator (Global)
Referral Programme Coordinator

Key Relationships (please specify contacts):

Internal:

Head of Wellbeing and Resilience
Head of Protection Grants
Well-being Coordinator (Global)
Referral Programme Coordinator
Operations Manager

External:

HRDs / HROs at risk accessing well-being and resilience supports

Salary

Scale I: (€30,326 - €43, 006) Placement on the range will be commensurate with experience and qualifications.

Benefits include: 26 days annual leave, Pension, Health insurance, Income Protection, Life Assurance, Employee Assistant Scheme (EAP), Monthly Well-Being Provisions, Laptop, Mobile Phone.

Person Specification (the minimum qualifications needed to perform the essential functions of the job such as qualifications, skills and experience of doing the key elements of the role).

Essential : Knowledge & Experience

- Demonstrable understanding of human rights issues, particularly challenges facing HRDs at risk;
- At least 1-2 years' experience in administrative or programme support roles, ideally in a nonprofit or NGO;
- Experience in project coordination (eg. logistics planning or event coordination);
- Familiarity with handling confidential information and maintaining accurate records

Essential : Skills

- Proficiency in written and spoken English;
- Demonstrable organisational and time management skills;
- Clear written and verbal communication skills;
- High attention to detail;
- Interpersonal and cross-cultural sensitivity; and
- IT proficiency, with experience using a database and / or digital tools.

Desirable: Knowledge & Experience

- Awareness of wellbeing and trauma-informed approaches;
- Understanding of application and triage processes;
- Familiarity with MEL frameworks and data tracking;
- Knowledge of visa, travel, or logistics coordination; and
- Experience working with HRDs or vulnerable groups.

Desirable : Skills

- Experience with CRM databases;
- Additional language skills (e.g. ability to work in Spanish, Arabic, French or Russian). Experience coordinating international events or participants.

Other Requirements

- The successful candidate must have valid work authorisation in Ireland.
- Availability for occasional weekend and out of hours work is required. TOIL available

Front Line Defenders Values:

1. Working With Colleagues:

- Respect for the Individual
- Building Trust
- Collaborative Working
- Communication With Each Other

2. Developing Myself:

- Self-Awareness
- Adapting to Change
- Proactive Learning
- Managing My Well-being

3. Leadership:

- Strategic Thinking
- Engaging With People
- Stewardship of Resources

Selection and Appointment:

- To apply, candidates need to submit a copy of their application - CV and cover letter - via the **'Apply now'** button;
- Cover letters should be addressed to **Michelle Foley, Head of Wellbeing & Resilience**
- Only shortlisted candidates will be invited to attend for interview;
- It is anticipated interviews will be held in **December 2025**;
- The appointment is expected to be effective from **January 2026**;
- **Closing date**; midnight (local Irish time) on **Wednesday, 12 November** as per FLD vacancies page: <https://www.frontlinedefenders.org/en/recruitment-volunteering>

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