

ROB JONES

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✉ Rob@RLHJones.com

🐦 AskRobJones

🌐 ConnectRobJones

KEY SKILLS

- Clear, diplomatic and persuasive communication with stakeholders of all levels.
- Culturally sensitive with experience of working in multinational teams.
- Quick to learn and teach new systems, as well as provide first-level technical support.
- Strong graphical design mastery through use of HTML/CSS for creation of reports.

EDUCATION

MA DEVELOPMENT AND EMERGENCY PRACTICE

OXFORD BROOKES UNIVERSITY
FULL TIME SEPT 2017 - DEC 2018
GRADE: DISTINCTION

- Sub-specialisation: Conflict and Humanitarian Action
- Modules including Refugees, Forced Migration and Protection; Programming & Partnerships; Research Methods & Design.
- Dissertation: Mixed methods examining the use of local knowledge within national NGOs in FACAS for the furtherment of localisation and organisational development.

BA FRENCH AND INTERNATIONAL BUSINESS

UNIVERSITY OF LIVERPOOL
SEPT 2007 - JULY 2011
UPPER SECOND CLASS (JOINT HONS)

- Modules included corporate communications, corporate social responsibility, and international marketing
- Erasmus year abroad as a teaching assistant in Guadeloupe, French West Indies (2009).
- Dissertation in French language evaluated the effectiveness of the response to the 2010 Haitian earthquake.

PROFILE

An ambitious, experienced and tech-savvy professional with academic and practical interest in knowledge management and learning for the humanitarian and international development sectors. Transferable skills include mentorship, continual process improvement and project management acumen with strong capabilities in data collection, cleaning, analytics and visualisation.

EXPERIENCE

KNOWLEDGE AND LEARNING OFFICER

PRACTICAL ACTION / RUGBY, WARWICKSHIRE
JANUARY 2019 - PRESENT

- Liaison with thematic experts to define knowledge gaps and champion evidence generation, dissemination and uptake across the organisation for informed strategic and operational decision making.
- Support for the development and monitoring of over 12 diverse funded learning agendas across themes of Energy, Urban WASH and Waste Management, Climate and Resilience, and Agriculture.
- Guidance to in-country technical colleagues in defining requirements for e-learning modules on topics of global importance, as well as liaison with L&D colleagues for roll-out and adherence monitoring.
- Coordination of the global Energy Access community of practice, including revitalisation of its SharePoint pages and libraries.
- Innovative use of data analysis and visualisation on Knowledge and Learning sites via Microsoft PowerBI to inform strategic planning.
- Acting chair of internal KM working group, 'Knowledge Busters'.

COMMUNICATIONS AND OPERATIONS OFFICER

SEED MADAGASCAR / TOLAGNARO, ANOSY, MADAGASCAR
AUGUST 2016 - JUNE 2017

- Supported operations for projects and programmes including those related to maternal and child health and WASH programmes targeting school sanitation facility improvement and behaviour change.
- Managed the travel logistics and onboarding process for international staff following arrival in country, including cultural, project and context briefings.
- Organised and contributed to bi-weekly knowledge sharing sessions by programme staff, and acted as a communications advocate to encourage consistent sharing and productive discussion.
- Liaised with the Managing Director, trustees and external partners in order to realise complex projects including the creation and roll out of an internal audit process for donor compliance.
- Developed and updated HR systems and policies, and delivered capability building sessions to national staff on the same.

ENGAGEMENT COORDINATOR / RESPONSE TEAM LEADER

ALL HANDS VOLUNTEERS / MELAMCHI, SINDHUPALCHOK, NEPAL
SEPTEMBER 2015 - MARCH 2016

- Managed volunteer journey and fundraising for over 400 volunteers from point of acceptance until project departure, including ad hoc logistics and pre-departure support.
- Led weekly onboarding orientations with groups of up to 30 to give an overview of the base, organisation, and impact to date.
- Worked on a base-wide feedback and Q&A mechanism for communication between project staff and volunteers to better share knowledge relating to project logic, decisions and achievements.
- Curated the facebook group and facilitated discussion between future, current and previous volunteers and staff.

CERTIFICATIONS

PMD PRO LEVEL 1

APMG International, 2019

PARTNER CAPACITY ENHANCEMENT IN LOGISTICS

EU ECHO, 2016

BUILDING A BETTER RESPONSE

Harvard Humanitarian Initiative, 2016

SOFTWARE

LEARNING MANAGEMENT

LINGOs by Humentum, Moodle,
Blackboard, Articulate360.

MICROSOFT OFFICE

Expert use of Excel, PowerPoint,
Word, Project, Visio, SharePoint and
O365 integrations, such as Forms,
Flow, OneNote.

ADOBE

Acrobat DC Pro, InDesign, Illustrator,
Photoshop.

COMMUNICATIONS & WEB

SurveyMonkey, MailChimp, Cisco
WebEx, Blackboard Collaborate,
WordPress, HTML and basic CSS.

DATA ANALYSIS & VISUALISATION

SPSS, NVivo, QuickBase, Excel,
Microsoft Power BI.

LANGUAGES

English (C2)	● ● ● ● ● ●
French (C1)	● ● ● ● ● ○
Spanish (B1)	● ● ● ○ ○ ○
Malagasy (A2)	● ● ○ ○ ○ ○
Nepali (A1)	● ○ ○ ○ ○ ○

INTERESTS



READING



TRAVEL



TRIVIA

REFERENCES

Available on request

CRISIS COMMUNICATIONS TEAM LEADER

BOSCH SAFETY AND SECURITY SYSTEMS / LIVERPOOL, UK

MARCH 2015 - SEPTEMBER 2015

- Led the UK-based crisis communications team on behalf of German airline Lufthansa for the 4U9525 air disaster in March 2015.
- Supported my team (30 associates across five nationalities) to organise family member travel logistics, repatriation of remains, return of personal effects and payment of almost EUR 4M in preliminary compensation.
- Convened international telephone conference calls daily with Lufthansa HQ in Frankfurt, special assistant teams at the cash site, forensic specialists and government agencies globally.

COMMUNICATIONS TEAM LEADER / DATA SECURITY PARTNER

BOSCH SAFETY AND SECURITY SYSTEMS / LIVERPOOL, UK

AUGUST 2014 - MARCH 2015

- Managed and mentored teams of up to 22 associates for personal development, as well as delivering bespoke training sessions to address capability development needs.
- Ensured compliance with agreed contracts, liaised with operations management to ensure consistent provision of customer and quality focussed services.
- Managed internal intranet 'Cabacos'; uploaded and curated content for knowledge dissemination, maintained business intelligence dashboard in order to communicate progress against KPIs.

COMMUNICATIONS ASSOCIATE

BOSCH SAFETY AND SECURITY SYSTEMS / LIVERPOOL, UK

NOVEMBER 2012 - AUGUST 2014

- Worked on airline communications for this multinational business process outsourcing provider. Liaised with civil aviation authorities and debt collection agencies to resolve legal disputes. Handed and processed financial claims up to £25,000.
- Conducted daily workflow management via CRM system for distribution of language specific caseloads to appropriate associates across 14 languages, analysed outstanding escalated claims for action.

INDIVIDUAL GIVING FUNDRAISER

UNITED PURPOSE / HEREFORD & SOUTH WALES, UK

SEPTEMBER 2012 - NOVEMBER 2012

- Pitched regular giving directly to members of the public to secure long-term funding for sustainable development projects.
- Met and exceeded targets on a weekly/monthly basis; secured a top reoccurring monthly donation of £50.

VOLUNTARY

CONFERENCE RAPPORTEUR

CENDEP AND CARITAS CENTRAFRIQUE / OXFORD, UK

JUNE 2018

- Provided note taking services, summarised roundtable discussion to all participants, facilitated webinar, co-authored conference report.

MAPPING VOLUNTEER

HUMANITARIAN OPENSTREETMAP TEAM / ONLINE

JUNE 2016 - PRESENT

- Base level mapping of areas affected by crisis in order to provide GIS data used to inform response and recovery efforts.