

ROB JONES

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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 Adobe CC and therefore creation of reports.

EDUCATION

MA DEVELOPMENT AND EMERGENCY PRACTICE

OXFORD BROOKES UNIVERSITY
SEPT 2017 - OCT 2018
PREDICTED: DISTINCTION

- Sub-specialisation: Disaster, Risk, Shelter and Development
- Modules including Shelter After Disaster; Disasters, Risk, Vulnerability & Climate Change; Programming & Partnerships
- Dissertation discussed the use of knowledge management and capacity development 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

A passionate, internationally experienced professional with academic and practical interest in knowledge management. Recent completion of an MA in Development and Emergency Practice including a dissertation focussing on local knowledge, power and capacity development for national NGO staff in protracted conflict. Transferable skills include mentorship, policy and procedure creation, continual process improvement and project management acumen.

EMPLOYMENT

COMMUNICATIONS & OPERATIONS OFFICER

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

- Supported projects and programmes with knowledge, skill and technology transfer/adaptation at their heart including rainwater harvesting, bee-keeping, sustainable lobster fisheries management, as well as WASH programmes involving CLTS and FSM.
- Liaised consistently with the Managing Director, trustees and external partners in order to realise complex projects including the creation and roll out of an internal process audit for donor compliance.
- Organised and contributed to bi-weekly knowledge sharing sessions by programme staff, and acted as a communications advocate to encourage consistent sharing and stimulate discussion.
- Managed the onboarding process for international staff following arrival in country, including cultural, project and context briefings, as well as IT procedures for knowledge access, capture and sharing via Google Drive.
- Contributed to and created internal policy for issues such as grant acceptance, bribery and corruption, recruitment and selection.
- Developed and updated HR systems, and delivered ad hoc capacity strengthening to national staff on organisational policy issues.

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 logistical 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.

CRISIS COMMUNICATIONS TEAM LEADER

BOSCH SAFETY AND SECURITY SYSTEMS / LIVERPOOL, UK
MARCH 2015 - SEPTEMBER 2015

- Coordinated 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.

CERTIFICATIONS

PMD PRO LEVEL 1

APMG International, 2018

PARTNER CAPACITY ENHANCEMENT IN LOGISTICS

EU ECHO, 2016

BUILDING A BETTER RESPONSE

Harvard Humanitarian Initiative,
2016

SOFTWARE

MICROSOFT OFFICE

Expert use of Access, Excel,
PowerPoint, Project, Publisher,
SharePoint, Visio, Word

ADOBE

Acrobat DC Pro, InDesign, Illustrator,
Photoshop

COMMUNICATIONS & WEB

SurveyMonkey, MailChimp, Cisco
WebEx, WordPress, HTML, CSS

SOCIAL MEDIA MANAGEMENT & ANALYTICS

Facebook, Twitter, LinkedIn,
Instagram, Hootsuite

DATA ANALYSIS

SPSS, Stata (Languages – R, SQL),
NVivo, QuickBase

LANGUAGES

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

INTERESTS



READING



TRAVEL



TRIVIA

REFERENCES

Available on request

ADMIN 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, adherence and conduct, as well as delivering bespoke training sessions based on development portfolios.
- 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, delivered training to associates and advocated for its uptake.
- Managed login credentials for associates across three sites internationally and ensured data protection compliance.

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 for distribution of language specific caseloads to appropriate associates across 14 languages, analysed outstanding escalated claims for action.

F2F FUNDRAISER

UNITED PURPOSE (CONCERN UNIVERSAL) / HEREFORD & CARDIFF, UK

SEPTEMBER 2012 - NOVEMBER 2012

- Pitched regular giving 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.

ENGLISH LANGUAGE TEACHING ASSISTANT

BRITISH COUNCIL / SEPT-ILES, QUEBEC, CANADA

AUGUST 2011 - MARCH 2012

- Devised interactive and engaging lessons of up to 85 minutes for groups of children aged 11 to 17.
- Coordinated an optional language module framing language learning through semester-long projects including English language board game development and poster/media projects.

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.