

Organizational Support Coordinator

Deadline:

21-08-2026

Background

The MHPSS Hub aims to improve mental health outcomes and psychosocial well-being through technical assistance, capacity development of National Societies, the IFRC and the ICRC, competence development of staff and volunteers, knowledge generation and knowledge sharing, research, strategic communications and humanitarian diplomacy, policy and advocacy.

The MHPSS Hub does not work directly with affected populations but rather assists the National Societies, the IFRC and the ICRC to provide MHPSS services in accordance with their auxiliary role and mandate. The MHPSS Hub is organized around a team of MHPSS specialists, project managers, strategic communication specialists, and support services. It is led by a Director, who reports to the International Director at the Danish Red Cross. The MHPSS Hub is hosted and supported by the Danish Red Cross, we operate under the legal identity of the Danish Red Cross, with all MHPSS Hub staff employed by the Danish Red Cross.

Contact Person:

Senada Cestic

Job Category:

Humanitært arbejde

Position Type:

Fuldtid

Overall Responsibilities and Reporting Lines

The Organizational Support Coordinator is responsible for ensuring the efficient functioning of MHPSS Hub through the provision of operational, administrative, coordination, and organizational support. The role serves as a focal point for office operations, staff support processes, consultant administration and event coordination.

The position also contributes to grant management processes, internal communications, and organizational learning, when needed.

The Organizational Support Coordinator reports to the Support Team Lead and is employed by the Danish Red Cross (DRC), the host National Society of the MHPSS Hub.

Key responsibilities and duties

Organizational Administration and Office management

- Coordinate day-to-day office management and administrative processes.
- Ensure office facilities, equipment, supplies, and administrative systems are maintained and functioning effectively.
- Develop and maintain administrative procedures and documentation for MHPSS Hub
- Ensure stock levels of office supplies, refreshments, and kitchen items are maintained
- Maintain organized filing systems and records related to the office administration and maintenance in line with organizational policies.
- Monitor and support compliance with organizational administrative requirements.

Consultancy and Contract Management

- Support the planning, contracting, onboarding, and administrative management of consultants.
- Coordinate preparation and processing of consultancy agreements and related documentation.
- Maintain consultant records and documentation in compliance with organizational requirements.
- Coordinate the preparation and processing of the MHPSS consultancy contracts
- Ensure invoices are prepared and payments made
- Maintain the documentation for the MHPSS consultancies in the accessible and well organised manner and in line with organizational requirements
- Develop templates and keep them updated
- Coordinate with other Teams on consultancy related matters

Event, Training, and Workshop Coordination

- Provide logistical and administrative support for meetings, workshops, trainings, learning

events, and conferences.

- Coordinate participant registration, travel arrangements, venue bookings, and procurement of event-related services.
- Prepare event documentation, materials, and communication packages.
- Support documentation of outcomes, lessons learned, and follow-up actions from events and workshops.
- Ensure effective coordination with internal and external stakeholders involved in events

Knowledge Management Support

- Assist with maintaining knowledge repositories and internal information systems.
- Support document version control and archival processes.
- Create and maintain standard operating procedures (SOPs) and guides
- Contribute to organizational learning initiatives and knowledge-sharing activities.

Staff Onboarding

- Coordinate onboarding processes for new staff members and consultants.
- Ensure access to relevant systems, resources, and organizational information for new staff.
- Maintain onboarding materials and guidance documents.
- Act as a focal point for coordination with onboarding related support functions at headquarters.

Internal Communication and Coordination

- Support internal communication processes across the team and with DRC HQ.
- Coordinate team meetings, agendas, minutes, and follow-up actions.
- Support development and dissemination of internal updates, guidance, and communication materials.
- Serve as a focal point for coordination with Danish Red Cross HQ on the issues related to office administration and maintenance
- Facilitate communication and follow-up related to office facilities, information systems, and knowledge management platforms.
- Support implementation of organizational policies, procedures, and systems

Experience and skill requirements

Education

- Bachelor's degree in business administration, Management, Human Resources, Public Administration, International Development, Social Sciences, or a related field.
- Relevant professional training in administration, office management, project coordination, or contract management is an asset.

Required Experience

- Minimum 3–5 years of progressively responsible experience in administrative, operations, office management, or coordination roles
- Experience managing office administration processes and organizational documentation.
- Experience supporting consultancy contracting processes and contract administration.
- Experience in organizing and coordinating workshops, trainings, meetings, conferences, and other organizational events.
- Experience maintaining filing systems, document repositories, and knowledge management platforms.
- Experience supporting staff onboarding and coordinating with multiple internal departments or headquarters functions.
- Experience working in an international organization, NGO, humanitarian, development, or non-profit environment is highly desirable.

Languages

- Fluency in written and spoken Danish and English languages. Knowledge of another working language: Arabic, French and/ or Spanish is an asset/ desirable

Personal Profile

- Organized and detail-oriented, with the ability to manage multiple priorities, meet deadlines, and maintain accurate records while ensuring compliance with established procedures.
- Strong interpersonal and communication skills, with the ability to coordinate across teams and stakeholders, and prepare clear and accurate meeting documentation and reports.
- Proactive and solution oriented.
- A team player who enjoys working in a multicultural environment, supports cross-functional coordination, facilitates information sharing, and contributes to positive, inclusive, and collaborative office environment

Employment Details

- Location: MHPSS Hub, c/o Danish Red Cross, Hejrevej 30, 2400 Copenhagen NV, Denmark
- Contract: Open-ended
- Start date: as soon as possible

Application Process

- Please submit your application and CV via the Danish Red Cross website. *Email applications will not be accepted.*
- Application deadline: 21st of August at 00:00hrs (midnight CEST).