

Team Coordinator (100%)

Humanitarian Quality Assurance Initiative (HQAI)

Duration: Permanent contract - 100%

Reporting to: Senior Audit Coordinator

Location: Remote position

Start date: November 1st, 2026

Background

HQAI is an independent auditor for the humanitarian and development sector. The standard we use is the Core Humanitarian Standard (CHS) on Quality and Accountability. HQAI verifies that organisations correctly apply the standard from the head office to the field. HQAI responds to growing demands from NGOs, governments, donors and the public for a professional, objective and independent assurance that organisations supporting vulnerable and at-risk communities act in accordance with the CHS. HQAI is a not-for-profit organisation registered as a Swiss association.

Working environment

From HQAI Secretariat based in Geneva, a small and dedicated team manages the organisations' activities. As a Team Coordinator, you will thrive in a dynamic environment that embraces innovation. This job opening is a unique opportunity to be part of a cutting-edge initiative, expand your expertise in quality and accountability, and contribute to strengthening HQAI's impact across the humanitarian and development sector.

Tasks & Responsibilities

The Team Co-ordinator is part of the Quality Assurance team and collaborates closely with other team members. S/he serves as a central point of contact for a selection of audited partners in the pre-audit and finalisation processes. S/he supports the Senior Audit Co-ordinator to ensure that pre-audit processes are completed, and contracts are developed and signed in a timely manner between HQAI and its partners and auditors. S/he is also responsible for confirming audit outcomes (e.g. Certification) for allocated audits and sharing materials/updates with relevant stakeholders. S/he supports co-ordination amongst the team, auditors and audited partners to ensure efficient and effective following of pre-audit and finalisation processes. S/he is jointly responsible for keeping partner and other information up-to date on HQAI's Information Management System (IRMA) and developing IRMA to meet HQAI's current and future information needs.

Data management and reporting

- Ensure information regarding audited partners, audits and auditors is maintained and kept up to date on HQAI's Information Management and Reporting Assistant (IRMA) to comply with applicable HQAI procedures and accreditation rules. This includes:

- Establishing and updating contact information and categorisations
- Updating auditor allocations and disseminating opportunities
- Maintaining auditor profiles
- Acknowledge Third-Party Observations of Interest and ensure information is shared with relevant stakeholders.
- Support management of HQAI's QSystem: publishing documents as needed and maintaining tracking log (TRK 000).
- Support the development of HQAI's Information Management System to maximise operational efficiency.

HQAI Partners' focal point and administrative support

- Act as focal point for portfolio of partner organisations before a Lead Auditor is assigned, providing necessary information regarding, scheduling, and contracts.
- Manage pre-audit and audit finalisation processes via IRMA for a portfolio of HQAI partners.
- Answer or redirect queries from audited partners, auditors or generic contact forms/email addresses and maintain clear and timely communication channels between potential and existing partners, auditors, and internal teams.
- Support on-boarding of new partners, ensuring that all necessary information is collected and shared in line with HQAI procedures.
- Ensure audited organisations within portfolio have access to all the necessary administrative information related to their specific audit.

Team Co-ordination

- Participate in bi-monthly audit co-ordination meetings to manage allocation of Supervisor Auditors and auditors and share relevant updates/solve issues with pre-audit processes.
- Liaise with Support Services team to ensure the QA team understands and follows all processes to support timely issuing of invoices, payments to auditors and budget follow up/forecasting.
- Liaise with Communication team to ensure the timely preparation of certificates and publication of audit reports.
- Support QA team and other members of wider HQAI team with ad hoc administrative tasks.
- Collaborate with the Advisory and Complaints Board, Accreditation auditor and other external bodies on the quality oversight of and in relation to HQAI quality assurance services.
- Contribute to external and internal meetings, round tables and workshops as appropriate.

Qualifications and experience

- Degree in Project management, business administration or another relevant field.
- At least 2 years of experience in administrative or project management roles.
- Substantial experience in project budgeting, scheduling, and risk management.
- Excellent knowledge of Microsoft Office Suite, ODOO platform or other similar CRM systems and strong track record in resolving IT issues in an Apple and Microsoft environment.
- Good knowledge of the humanitarian and/or development sector.
- Proven track record in data and information management.

Competencies

The Team Co-ordinator must be able to demonstrate high levels of competency in the following areas:

- Result-oriented.
- Developing and maintaining collaborative relationships
- Working effectively in pressured and changing environments
- Excellent written and verbal communication skills
- Ability to work effectively within a team and independently.
- High level of accuracy and attention to detail
- Organisational skills to help coordinate project activities.
- Time management skills to meet project timelines, balance multiple tasks, and prioritise workload effectively.

Application

Interested candidates should submit their application file (in English) by email to: recruitment@hqai.org
We accept applications from persons living in the following countries: Albania, Kosovo, Montenegro, Croatia, Bosnia and Herzegovina, Hungary, Poland, Ukraine, Italy and Spain

Please email your CV, a cover letter, the names of two references, and mention the job opening title in the subject line. References will not be contacted before the end of the selection process. Deadline for applications: **October 4th, 2026.**

Please note that HQAI practice a reference check through the Misconduct Nondisclosure Scheme (MDS) for all new employees. By applying to the opening position inside HQAI, you agree in advance to this reference check. For more information on MDS, please visit <https://misconduct-disclosure-scheme.org>

Due to the expected high volume of applications, only shortlisted candidates will be contacted. If you don't get any return from HQAI within six weeks after the closing date, please consider that you have not been selected.

Please consider that HQAI do not have a registered office in the countries above and the contractual engagement will be managed with an Employer of Reference (EOR), as example, it could be OYSTER, to ensure all legal employment requirements are fulfilled. The gross salary range for this position is 1200-1600 Euros.