Call For Applications: Promoting Local Response Capacity and Partnerships (PLRCAP) Consultancy for Hub IT administrator

About the Organisation

NORCAP, part of the Norwegian Refugee Council (NRC), is an international non-governmental organisation headquartered in Norway. It works to improve aid to better protect and empower people affected by crises and climate change by providing expertise and solutions to partners across the humanitarian, development, and peacebuilding sectors.

PLRCAP (Promoting local response capacity and partnerships) works to strengthen local response capacity and partnerships across Nigeria. This NORCAP-supported initiative contributes to more locally led humanitarian action by connecting and supporting national and local actors.

PLRCAP supports the organisational growth and development of Nigerian civil society organisations through a combined approach of direct capacity strengthening and virtual support. Through specialised training and mentorship, alongside the NGO Support Hub's digital learning tools, Communities of Practice, and information and visibility platforms, the programme enables organisations to strengthen their systems, implement development plans, access technical support, collaborate with peers and experts, and enhance their visibility and long-term sustainability.

PLRCAP is seeking a dedicated individual consultant to work with our team as Hub IT administrator, supporting the capacity strengthening of local and national non-governmental organisations (NGOs) in Nigeria. In this role, the Hub IT administrator, will work closely with the PLRCAP team in supporting the back-end technical needs of the NGO Support Hub website, under the direction of the PLRCAP Project Manager.

For more details on PLRCAP and the NGO Support hub see https://ngosupporthub.ng/. To learn more about NORCAP, visit https://www.nrc.no/norcap

Scope of Work

The NGO Support Hub IT Administrator will oversee the day-to-day management, maintenance, and continuous improvement of the PLRCAP NGO Support Hub. The role will ensure that the platform remains functional, relevant, user-friendly, and responsive to the needs of local and national NGOs. The administrator will serve as the primary focal point for user support, content management, stakeholder engagement, and platform performance enhancement and monitoring.

Generic responsibilities

- Compliance with and adherence to NRC and NORCAP approved policies and procedures and to and donor policies, guidance, and procedures.
- Support publicity and communications functions, including drafting content and ensuring consistent messaging.
- Support the delivery of high-quality programmes in alignment with PLRCAP's objectives.
- Collaborate with colleagues to foster organisational growth and learning

Specific responsibilities

Platform Development and Technical Coordination

- Lead the planning, coordination, and implementation of platform enhancements, upgrades, and new functionalities for the NGO Support Hub in line with user needs and programme objectives.
  • Serve as the focal point for engagement with external IT consultants, software developers, and service providers, ensuring the timely delivery of agreed outputs and adherence to quality standards.
  • Translate business and user requirements into technical specifications and provide guidance to consultants on expected functionality and user experience improvements.
  • Coordinate user acceptance testing (UAT) and ensure that system modifications meet operational requirements before deployment.
  • Maintain a roadmap for platform improvements and proactively identify opportunities for innovation and optimisation.
  • Monitor vendor performance against contractual deliverables and escalate risks, delays, or quality concerns as appropriate.

Systems Administration and Azure Support

• Maintain a working knowledge of the Hub's underlying technical architecture, including Microsoft Azure environments and related services supporting the platform.
• Provide first-level oversight and advice on minor backend configurations, troubleshooting needs and technical improvements, liaising with IT consultants and NRC ICT teams as required.
• Review and provide input into technical proposals, change requests, and implementation plans related to the Hub's infrastructure and functionality.
• Support the management of integrations, user authentication processes, access configurations, and other system administration requirements within approved access levels.
• Ensure that platform changes are documented and aligned with organisational IT governance, cybersecurity, and data protection standards.

Knowledge Management and Innovation

• Identify emerging trends, digital tools, and best practices that could strengthen the functionality and relevance of the NGO Support Hub.
• Recommend and support the introduction of innovative features and knowledge-sharing approaches that enhance the user experience and value proposition of the platform.
• Document lessons learned, technical processes, and standard operating procedures to strengthen institutional knowledge and continuity.

Additional Specific Responsibilities

Platform Administration and Management

- Manage the day-to-day operations of the NGO Support Hub.
- Monitor platform functionality and promptly escalate technical issues to service providers or IT teams.
- Coordinate platform upgrades, testing, and deployment of new features.
- Maintain user accounts, permissions, and access controls.
- Ensure compliance with data protection and information security requirements.

User Support and Engagement

- Serve as the first point of contact for Hub users.
- Respond to user inquiries, troubleshoot issues, and provide guidance on platform use.

- Develop user guides, FAQs, and instructional materials.
- Conduct onboarding sessions and demonstrations for NGOs and other stakeholders.
- Gather user feedback and recommend improvements to enhance user experience.

Content Management

- Upload, organise, and maintain relevant resources, toolkits, training materials, funding opportunities, and announcements as developed by the PLRCAP team.
- Ensure all platform resources adhere to established quality, accessibility, and standardisation guidelines to deliver a consistent user experience.

Monitoring, Evaluation, and Reporting

- Track platform usage, user engagement, and performance indicators.
- Generate periodic reports on Hub activities, user statistics, and key achievements.
- Monitor user satisfaction and identify opportunities for improvement.
- Support data collection for donor and project reporting requirements.

Stakeholder Coordination

- Liaise with NGOs, donors, implementing partners, and service providers regarding Hub-related activities.
- Support outreach and communication efforts to increase Hub adoption and engagement.
- Coordinate webinars, learning events, and capacity-strengthening activities hosted through the platform.
- Facilitate collaboration among Hub users and relevant stakeholders.

Quality Assurance and Continuous Improvement

- Conduct regular testing and quality assurance checks.
- Identify platform gaps and recommend enhancements.
- Work with developers and project teams to improve functionality and user experience.
- Support the implementation of new tools, resources, and innovations.

Fee Structure:

Remuneration is based on monthly fee structure at pre-agreed consultancy rates before engagement.

Education:

- Bachelor’s degree in Information Management, Development Studies, Project Management, Communications, Information Technology, Business Administration, or a related field.
- Master's degree is an added advantage.

Experience

- Minimum of 3–5 years of experience managing online platforms, knowledge management systems, learning portals, or digital communities.

- Experience working with NGOs, civil society organisations, humanitarian, or development projects.
- Experience providing user support and stakeholder engagement.
- Familiarity with website content management systems and digital collaboration tools.
- Working knowledge of web development architecture and infrastructure, including Microsoft Azure services and environments.
- Strong organizational and project coordination skills.
- Excellent written and verbal communication skills.
- Knowledge management and content development experience.
- Strong customer service and user-support orientation.
- Data analysis and reporting skills.
- Ability to manage multiple priorities and meet deadlines.
- Problem-solving and continuous improvement mindset.
- Proficiency in Microsoft Office Suite, Google Workspace, and online collaboration platforms.
- Experience with content management systems and basic image/video editing software is an advantage
- Knowledge of graphic art applications such Canva, Adobe photoshop, etc is desirable.

Context/Specific skills, knowledge and experience:

- Experience in localisation, humanitarian aid, crisis recovery, and/or community resilience is desirable.
- Experience in external communications is desirable
- Knowledge of local languages is an advantage.
- Willingness and ability to travel within Nigeria when required.

Duration

This assignment is a fixed term contract for 4 months September 2026- December 2026.

Soft skills

- Communication

Shares information openly and clearly, listens actively, and adapts communication style to different audiences.

- Accountability

Takes ownership of tasks, delivers on commitments, and holds self and others responsible for results.

- Adaptability

Remains flexible and solution-focused when faced with change, challenges, or ambiguity.

- Conflict Management

Addresses disagreements constructively, seeks win–win solutions, and maintains professionalism under pressure.

- Initiative

Proactively identify opportunities to support the team and volunteers for responsibilities without waiting to be asked.

- Respect & Empathy

Demonstrates cultural sensitivity, treats colleagues with respect, and shows understanding of others' needs and challenges.

- Problem Solving

Works collaboratively to analyze issues, generate options, and implement practical solutions.

- Dependability

Consistently reliable in meeting deadlines, supporting teammates, and following through on shared objectives.

- Positive Attitude

Brings enthusiasm, resilience, and encouragement that strengthens team morale.

Accountability to Beneficiaries

NRC is committed to delivering professional humanitarian assistance in line with the highest ethical standards.

Before final selection, all candidates will have to undergo an anti-terror and sanctions vetting and sign the NRC Code of Conduct for non-staff representing or accompanying NRC on missions. And additional vetting will be conducted every 6 months as per internal requirements.

In addition, the selected consultant must be registered with the relevant tax authorities and sign an attestation upon engagement showing that they are self-employed.

This Code of Conduct serves as both an ethical framework and a formal commitment, ensuring that all non-staff acting on behalf of NRC are accountable for their actions and behavior.

How to apply

Interested in this offer?

Please send your CV and cover letter to **norcap.bids@nrc.no** using "NORCAP-PLRCAP HUB IT ADMINISTRATOR - Nigeria" in the subject of your email.

Closing date: 23.59 CEST on 22 July 2026

Shortlisted candidates will be invited to an online interview to be conducted shortly after the closing date.