

Performance Management Mentor
Phnom Penh, Cambodia

This assignment has been negotiated in good faith with the Partner Organisation, and the information contained was correct at the time of acceptance of the request.

However, while we take responsibility for matters under our direct control, all assignments and arrangements are subject to change due to the inherent low levels of predictability in developing country environments. This assignment may be amended or withdrawn to reflect changes in circumstances.

GENERAL DETAILS

Assignment Title	Performance Management Mentor
Partner Organisation	ATEC* Biodigester International
Website of Partner Organisation	www.atecbio.com
Duration of Assignment	12 months
Start Date	17 Mar 2020

1. PARTNER ORGANISATION OVERVIEW

Globally cooking with wood kills roughly three times as many people each year as traffic accidents –with the majority of fatalities being women. The market potential for clean cooking is in the billions, and we will continue to trail-blaze to ensure biogas is an integral part of reaching that potential.

ATEC* Biodigesters International (ATEC*) started in 2009 as a project between Engineers Without Borders and Live & Learn Environmental Education, working on energy and agricultural needs of rural households around the TonleSap in Cambodia. In March 2016, it was registered as a Foreign Branch of Australian Pty Ltd company in Cambodia. From our humble beginnings, ATEC* is now an award winning social enterprise start-up that produces, sells and distributes world-leading small-scale biodigester systems for developing country households.

Our ATEC* biodigesters converts animal, green and kitchen waste into biogas for cooking and organic fertilizer for farming. It is a high quality scalable product that to date has sold over 1,000 units across Cambodia. Our unique selling proposition is a high quality, high value biodigester package with exceptional after sales service.

2. ASSIGNMENT OVERVIEW

At 40 staff internationally, ATEC* is now entering the next exciting phase of expanding this technology across Cambodia, moving from start-up to scale-up. The Performance Management Mentor will play an important role in supporting our strategic business objectives and enhancing business performance by working in partnership with the leadership and management team. Looking through a talent and business performance lens, the volunteer will identify issues, diagnose root causes, provide insights, offer recommendations and implement solutions ensuring the ATEC has the capability it needs to execute its' strategy & growth plans in the short and long term. This will be key to our success in scaling up the business.

This role will also coach and develop ATEC* leaders and managers in ways to effectively manage teams that increase productivity and overall employee engagement and motivation, especially for our Sales team.

3. ASSIGNMENT OBJECTIVES

- Develop the capabilities of the management team to increase the performance and engagement of their teams
- Implement initiatives, based on recommendations from a previous volunteer assignment, to increase organisational effectiveness
- Research, assess and implement a people and performance management system
- To ensure the **inclusion of all people** directly affected by the volunteer assignment in the course of your work with the partner organisation and host community, including implementing strategies that relate to:
 - a. promoting gender equality and empowering women,
 - b. disability inclusion, and
 - c. child safeguarding.

4. DUTIES AND RESPONSIBILITIES OF THE VOLUNTEER

In consultation with their line manager and relevant stakeholders, Australian volunteers complete a work plan in the first three (3) months of their assignment. The duties below are an indication of the type of work that may be involved in meeting the Assignment Objectives:

- Co-design the structures, policies, processes, and supporting materials required to manage teams and their performance
- Develop and conduct management coaching and training to Managers
- Research best practice people management systems based on ATEC* requirements, and once approved, implement
- Upskill staff on new people and team management processes, systems and reporting
- Monitor and evaluate the implementation of people and performance management initiatives, making adjustments as required
- Develop and/or maintain partnerships with local, regional and international organisations, local and national government, professional and peer networks

5. SELECTION CRITERIA

Qualifications, Essential Skills & Experience

- Bachelor in Business / HR / Psychology
- Proven ability to coach people/teams to achieve their outcomes
- Ability to innovate and challenge current norms to drive change in the organization (processes, systems, practices)
- Design and successfully deliver initiatives
- Passionate about helping others grow
- Highly flexible and adaptable to changing environment and shifting priorities
- Passionate about helping others grow

Desirable Skills & Experience

- Experience working in or supporting Sales teams
- Ability to role-model a continuous learner mentality
- Results-focused
- A collaborative and open approach

6. ASSIGNMENT INFORMATION

Line Manager

Country Director

Staff Supervision

N/A

Working Relationships

International Leadership Team (including CEO), Cambodian management team

Hours & Days at the Partner Organisation

8:00AM – 5:00PM Mon to Fri

Leave Entitlements

All volunteers are entitled to 20 days leave per 12 months, unless otherwise advised.

Same conditions and terms as local colleagues apply, including national holidays.

Professional Indemnity Insurance

Professional indemnity insurance is required for all volunteers who are acting as a medical, allied health or legal professional whilst on assignment. On these assignments professional indemnity insurance must be provided by the partner organisation, Australian organisation (if applicable) or self-arranged by the volunteer as part of ongoing professional obligations.

For all other assignments, professional indemnity insurance is not automatically provided for Australian volunteers. You should consult your partner organisation about the need for professional indemnity insurance for your role prior to your departure. Where required and/or you consider it essential for you to hold this insurance, please discuss this with the Volunteer Services Manager in Melbourne prior to your departure.

This assignment is not deemed to require professional indemnity insurance.

Other Conditions

If required to work after hours, volunteer is entitled to time off in lieu because there is no overtime pay provisions.

Language Skills and Level Required

English

Language Support

Language support is provided during the in-country orientation period. Most often, additional resources for further development later in the assignment will be available if required.

7. LIVING AS A VOLUNTEER

Cambodia's capital city, Phnom Penh, is the cultural, commercial and political hub of the country. It is located in the south-central region of Cambodia, at the confluence of the Tonle Sap and Mekong rivers. Phnom Penh is a significant global and domestic tourist destination and is known for its combination of traditional Khmer origins and French colonial influences. As a major city of over one million people, Phnom Penh is well equipped with services and facilities. Throughout the year, Phnom Penh offers a wide range of tourist activities as well as traditional festivals; the city celebrates Chinese New Year in January and Khmer New Year in April, in addition to the Water Festival in October, amongst many others. Although security can be a concern at times, most areas and many activities are considered safe. The city is very multicultural and a wide range of foods are available. There are also a range of transport options to other major centres in the region.

8. ALLOWANCES & SUPPORT

These allowance levels are based on the Cost of Living in the host country location. Allowances will be reviewed periodically and may increase or decrease. Volunteers will be given notice of any change to the allowance level.

Living Allowance

AUD 1,370 per month

Accommodation Allowance

AUD 1,057 per month

Housing

Assistance with the identification of suitable, secure and affordable accommodation will be provided by the In-Country Management Team.

Other Allowances & Support

All Australian Volunteers program volunteers receive the following:

- Pre-departure Briefing in Melbourne
- In-country Orientation on arrival
- Pre-departure vaccination expenses
- Visa expenses
- Pastoral care, assignment monitoring and security guidance
- Return airfare to country of assignment
- Psychological and medical advice and support services
- Re-entry support services
- Settling in allowance (assignments longer than 6 months)
- Re-settlement allowance (assignments longer than 6 months)

9. PREPARING YOUR APPLICATION

As a part of your online application you will be required to answer the following questions through a video recording (if you are unable to submit through the online video due to accessibility please contact the Recruitment Coordinator).

Response to Selection Criteria

- a) Why do I feel that volunteering internationally is the right thing for me to be doing at this time in my life?
- b) What are the biggest personal adjustments I'm likely to have to make to be accepted as a useful colleague and engaged community member in this assignment?
- c) The Australian Volunteers Program is committed to ensuring the inclusion of all people directly affected by the volunteer assignment, such as the partner organisation and host community. What is your personal experience and/or understanding of social inclusion.
- d) How do I match the Qualifications, Essential Skills & Experience? Include your most relevant experiences, results and achievements responding to each of the selection criteria in Section 5.

Personal Circumstances Constraints

The Australian Volunteers Program recognises and values the enhanced skills and expertise of returned volunteers as a result of their volunteering experience. The program is also designed to maximise international volunteering opportunities for all Australians. With this in mind, if a returned volunteer and a candidate who has not volunteered previously apply for the same role, preference will be given to the latter, providing they meet the personal and professional selection criteria for the role.

We are NOT able to accept applications from people with the following personal circumstances due to security, cultural, legal or visa restrictions in this location:

- Same sex partners who wish to accompany applicants as part of the program may face issues in applying for and being issued with a visa
- Applicants with partners to whom they are not legally married and who wish to accompany applicants as part of the program may face issues in applying for and being issued with a visa
- Applicants with a criminal record where a criminal conviction may be relevant to the inherent requirements of the assignment.

10. HOW TO APPLY

All applications must be submitted online through the Australian Volunteers Program website. If you haven't already done so, you will need to register on our website prior to applying.

The Australian Volunteers Program is committed to increasing Indigenous participation, and we actively encourage applications from Aboriginal and Torres Strait Islander people. If you would like more information or support with your application, you can contact our Indigenous Programs Coordinator on indigenous.programs@australianvolunteers.com.