Job and Person Specification

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| **Title:** | **Program Manager**  **Pacific Technical Assistance Mechanism Phase 2 (PACTAM2)** | **Location:** | **Adelaide (Head Office) or Melbourne (Remote Working Arrangement)** |
| **Position Created:** | **1 July 2016**  **Reviewed May 2020** | **Type of Appointment:** | **Fixed Term, Full Time Contract to 30 June 2021** |

# Job Specification

## 1. Summary of the broad purpose of the position and its responsibilities/duties

The Program Manager is responsible for providing effective and coordinated operational management services to enable achievement of PACTAM2 objectives for the client (Department of Foreign Affairs and Trade), the Partner Governments in 8 Pacific Islands countries, the Advisers (approximately 30) and Scope Global.

Responsibilities include:

* Establish and maintain an effective relationship between the client, advisers, other stakeholders and Scope Global.
* Manage the PACTAM2 operations hub.
* Ensure program quality.
* Provide support to the PACTAM2 Team Leader and other program personnel to ensure the head contract is managed within budget and contract deliverables and milestones are met.

## 2. Reporting/Working Relationships

The PACTAM2 Program Manager reports to the PACTAM2 Team Leader. The Program Manager line manages the PACTAM2 Project Coordinator and other admin staff that are engaged under the Project.

## 3. Special Conditions

Scope Global is an Equal Opportunity Employer which requires all staff to read and comply with our Corporate Policies including Code of Conduct, Work Health and Safety, Child Protection Policy, Fraud Prevention, Detection and Investigation Policy, Preventing Sexual Exploitation, Harassment and Abuse (PSEAH) policy and complete police and security checks where required under the policy.

A flexible approach to working hours and the taking of recreational leave is essential with some out of hour work being required for Adviser briefing, program travel and on occasions, support for emergency management in offshore locations. **Regular Interstate and overseas travel will be required.** The Program Manager will be issued with a mobile phone and is required to be contactable in emergency situations outside of office hours.

## 4. Statement of Key Outcomes and Associated Activities

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| Key Outcomes | Associated Activities (KPIs) |
| 1. Establish and maintain client, adviser, and other stakeholder relationships | * Contribute to developing and maintaining relationships with key project stakeholders including Advisers, DFAT Post and Desk staff, Partner Government, in country managers, and external service providers * Promote PACTAM2 as an inclusive and flexible program that is supportive to Partner Government and DFAT requests * Assist the PACTAM2 Team Leader to maintain key strategic relationships * Provide support to PACTAM2 advisers to enable them to achieve their assignment objectives to DFAT and Partner Government satisfaction * Support operational processes that are Partner Government led including mobilisation, adviser support and performance management of advisers |
| 1. Manage the operations hub to ensure service standards are met and maintained. Establish and maintain operational policy, processes and system. | * Ensure program operational deliverables are met in accordance with contractual requirements * Lead the development and maintenance of PACTAM2 Operational Procedures Manual and associated forms and templates * Oversee the maintenance and expansion of the PACTAM2 Management Information System to support both the risk management strategy and monitoring and reporting of PACTAM2 to provide DFAT and other stakeholders with information on a routine and ad hoc basis * Manage Adviser queries and requests while on placement, including funding applications, reporting, logistics and financial payments * Provide effective oversight and contract management of DFAT’s service orders * Ensure sub- contractors are managed appropriately |
| 1. Quality management, program monitoring and evaluation | * Regularly monitor progress against key operational & financial KPIs, and implement remedial action when performance is not on track * Implement and operationalise the PACTAM2 M&E plan * Regularly review processes and look for opportunities to increase effectiveness utilising an innovative approach * Compile and circulate a six-monthly innovation best practice note on PACTAM. * Provide quality oversight of reporting (Adviser and Program reporting) * Provide comprehensive and timely reporting on PACTAM2 advisers, including through ‘dashboard’ formats * Utilise innovative online platforms for management of the program * Provide DFAT with options to improve the flexibility of the mechanism, and identify options for making placements in local NGOs, regional organisations and DFAT Posts * Ensure the effectiveness of the Management Information System (MIS) for program quality and reporting |
| 1. Lead program budget and financial tracking, forecasting and reporting | * Lead the development and management of budgets for each Adviser placement * Liaise with Finance to establish, implement and monitor Program financial management systems and processes * Ensure that monthly expenditure lines are on target and that variations are understood, tracked and reported to relevant parties * Ensure that Program financial reports (internal and client) are submitted on time with accurate information |
| 1. Human Resource Management | * Conduct Performance Assessment Meetings for advisers in conjunction with other stakeholders * Assist Human Resource Specialist update/develop Advisers Terms of References * Provide sound Human Resource advice. * Provide line management for PACTAM2 Project Coordinator |
| 1. Risk Management | * Monitor and manage risk (program and operational risks); * Provide frequent updates to DFAT Posts on how issues (health outbreaks, natural hazard events, etc) are being handled, including reporting of risk through monthly dashboard; * Oversee the implementation of risk management policies and protocols; * Manage and implement the PACTAM2 Risk Register; * Lead incident management |
| 1. Support Team Leader in overall project contract and strategic management | * Coordinate inputs from other team members and external service providers to ensure delivery of effective project support services; * Assist the Team Leader with program strategic planning, head contract management and reporting. * Assist with the implementation of DFAT’s cross cutting issues across the program * Assist with special projects as required. |
| 1. Effective Team performance | * Promote a positive program and Scope Team culture; * Contribute to continuous improvement in service delivery and program performance; * Maintain a general understanding of other Programs and Projects within Scope and identify areas for networking and collaboration; * Work with a collaborative and team based approach. |
| 1. Quality and Legislative Compliance | * Comply with Scope Global’s policies, procedures, practices and quality systems; * Comply with role specific policies and procedures; * Ensure role specific procedures and all relevant documentation are kept current and available on SharePoint in accordance with Scope’s ISO certification requirements. |
| Core Behaviours | * One Team Culture; * Social Change; * Sustainable Growth; * Client Focussed; * High Performance. |

# Person Specification

Minimum Requirements/Key Selection Criteria:

## Essential

1. Minimum 5 years’ experience on a donor funded program or development program within Asia-Pacific region
2. Experiencing in managing project lifecycles (including risk management, monitoring and evaluation, contract management, finance, budgeting, and reporting)
3. Outstanding professional communication skills and demonstrated experience working effectively across cultures and remotely with a diversity of stakeholders at senior levels
4. Ability to multi-task, tolerate ambiguity, problem solve effectively and have an appreciation for cultural, political and organisational complexity
5. Ability to contribute ideas to enhance your role, and demonstrate initiative, innovation and flexibility
6. Relevant tertiary qualifications in international development, international relations or project management
7. Understanding of the Australian Aid Program or other donor-funded investments (including the use of technical advisers in these investments)

## Desired

1. Experience working in the Pacific Islands region.
2. Knowledge of human resource management principles with contractor personnel
3. Understanding of DFATs cross-cutting issues