

## **JOB DESCRIPTION**

### **JOB TITLE**

#### **Program Operations Manager (POM)**

### **ROLE**

The POM is responsible for leadership, management and supervision of all aspects of program activities for ChildFund Vietnam (hereafter referred as ChildFund), with the overall objective of improving the well-being of children in Vietnam.

As a core member of the Vietnam Management Coordination Team (MCT), the POM shares in the overall responsibility for the direction and coordination of the Country Office.

### **REPORTING STRUCTURE / RELATIONSHIPS**

The POM reports to the Country Director and is a core member of the Management Coordination Team (MCT).

Working in close coordination with the Country Director, the POM manages Sector Managers (SM) and Provincial Managers (PM).

The POM works closely with the Regional Financial Manager, Organisation Operations Manager and other Managers in Hanoi.

The POM liaises with all relevant personnel in the International Program Team (with a primary linkage to the International Program Coordinator), Finance Department, People and Organisational Development Department, and Marketing and Communications Department in ChildFund Australia's Sydney Office.

### **RESPONSIBILITIES**

#### **Program Leadership and Management**

- Provide leadership and management, and oversight for all program activities and key program personnel in Vietnam
- Work closely with Sector Managers and Provincial Managers to strengthen leadership and management planning across ChildFund program activities, strengthening linkages across all provinces and capacity building of key personnel
- Work closely with Provincial Managers to plan and review program activities across ChildFund, identifying strategies to improve program quality and sustainability
- Work closely with Sector Managers to ensure technical advice and support is timely, relevant and of high quality
- Oversee project implementation carried out by the Provincial Managers, ensuring delivery of high quality programming in line with the objectives of the country strategy and the organisational policies and guidelines.
- Ensure all evaluations, Community Action Plans and reports are completed on time, of high quality and recommendations are included in project reviews and future proposal development

- In close coordination with Provincial Managers, Sector Managers, and with support as required from the Development Effectiveness & Learning (DEL) Manager and the Senior Strategy and Partnership Advisor, coordinate and ensure quality project proposal according to existing organisational planning procedures
- Together with the Country Director and other key program staff identify potential grant funding opportunities and plan for timely and high-quality submissions
- Working with Provincial Managers, the MCT, and other key program staff, participate in conceptualizing and designing cost effective, innovative and high quality programs
- In consultation with the Provincial Manager and Senior Strategy and Partnership Advisor, ensure projects and programs are implemented in ways responsive to the communities' and children's needs in line with ChildFund principles, values and strategic plan and following ChildFund compliance procedures and donors' requirements
- In consultation with the Senior Strategy and Partnership Advisor ensure partnerships with government and other stakeholders contribute to strengthening local capacity
- Coordinate any program or geographical expansion in conjunction with the MCT and Provincial Managers.

### **Reporting and Administration**

- Oversight of the finalisation of timely and high quality reports by the Sector Managers and Provincial Managers
- Review and ensure all financial and narrative reports and implementation plans of the various projects are prepared according to ChildFund requirements
- Regularly check the project and program financial reports
- Maintain an efficient standardised system for keeping all records and official documents related to the projects according to ChildFund's Program Handbook
- Participate in appropriately selecting and managing consultants
- Arrange and conduct regular program staff meetings
- Liaise with all relevant Sydney-based personnel to ensure ChildFund Vietnam's programs are consistent with ChildFund Australia policies and procedures, guidelines and values including Program Handbook and Development Effectiveness Framework
- Work closely with Senior Strategy and Partnership Advisor to coordinate field visits to the program sites by ChildFund delegations and visitors.

### **Staff Management, Mentorship, and Development**

- Manage the performance of senior program staff members according to their role and responsibility, provide coaching, mentoring and other developmental opportunities to strengthen their skills, capacity and commitment to building capacity of program staff, partners and communities
- Work with the Country Director and other Managers to identify staffing needs for the program department and take the lead role in recruiting necessary staff.
- Ensure program implementation is conducted to a high standard: define expectations, provide leadership to senior program personnel and evaluate direct reports regularly
- Incorporate staff development strategies and Performance Management Systems (PDR – Performance & Development Review and JCP – Job Competency Profile) into team building processes based on ChildFund's core competency framework.

### **Relationships, Partnership and Representation**

- Maintain contact with other NGOs through meetings and forum etc. to ensure mutual awareness of activities and projects

- Network with government officials and other agencies on issues and activities related to the program
- Take a leading role and represent ChildFund in workshops, working groups and other meetings relevant to ChildFund's programs
- Establish, maintain, and improve active and regular working relationships with: host government authorities, donors, partner agencies including major institutional donors, and local and international NGOs
- Contribute to advocacy and policy-development activities at all levels in Vietnam and internationally (NGO, government and donor networks, support to Sydney Office advocacy / policy development activities etc.)
- Support PM and Senior Strategy and Partnerships Advisor in working with stakeholders/partners to ensure that every project runs smoothly and effectively.

### **Capacity Building and Technical Support**

- Promote capacity building of team and partners through facilitating exchanges, training opportunities, contacting with other institutions etc.
- Conduct or organise training where appropriate with communities, local extension staff and other relevant groups
- Provide necessary support and training for personnel to ensure the programs' effective operations.

### **Organisational Development**

- Participate in the development of ChildFund's policies and strategies in Vietnam in co-operation with Country Director and other management staff;
- Take a lead role in developing ChildFund's policies and documentation in the area of program and project management in Vietnam
- Play a supporting role in the development of annual and longer-term community action plans
- Ensure the inclusion of cross-cutting issues, organisational policies and procedures in organisational planning, implementation and assessments
- Actively contribute to and support the development and promotion of ChildFund values, culture that reflects our Vision, Mission and Values, promotes accountability and high performance, encourages a team culture of learning, creativity and innovation, and frees up our people to deliver outstanding results for children, Alliance member agencies and donors

### **WORKING CONDITIONS**

This is a Hanoi based, full-time position with regular travel to ChildFund's program areas in Vietnam. The position-holder may also be required to undertake occasional international travel.

The successful candidate will be offered a definite contract. Salary will be set according to experience and qualifications, in accordance with ChildFund's salary scale.

Other working conditions and benefits are outlined in ChildFund's HR, PDR and Operations Manuals.

**PERSONAL QUALITIES, QUALIFICATIONS & EXPERIENCE****Organisational Core Competencies**

- Commitment to ChildFund Australia's values, vision and mission, demonstrating a strong belief in ChildFund Australia's core purpose, and reflects the values of the organisation in daily activities and behaviours.
- Ability to provide direction and communicate the vision to encourage alignment within the organisation
- Working in teams, being able to work cooperatively and flexibly with other members of the team with a full understanding of the role to be played as a team member, and strong interpersonal skills
- Ability to build strong working relationships, internal and external to the organisation
- Effective communication, being able to relate to internal and external customers/partners, people of all backgrounds, presenting information in an effective, clear and persuasive manner verbally and in writing
- Accountability and Integrity for all the organisation's activities, to accept responsibility for them, and to disclose the results in a transparent manner.
- Adaptable and flexible, being creative, a critical thinker to meet changing conditions and respond to new organisational requirements
- Ability to work autonomously, being a self-starter with a high degree of initiative
- Excellent time management and organisational skills with ability to work to deadlines in well-organized and systematic manner, able to manage multiple priorities
- Maintain strict confidentiality in performing the duties of the post.

**Technical Competencies**

- Strong understanding of the situation facing children, youth, families and communities in developing communities, and of appropriate responses
- Broad, up-to-date knowledge of laws, practices and authority system related to the development field in Vietnam; A good knowledge of conditions and culture in different parts of Vietnam would be an advantage
- Up to date and broad knowledge of theory and working approaches, methodologies in community development programs and projects
- Ability to develop a comprehensive program strategy toward the organisation's goals and mission
- Deep experience in developing, implementing, and evaluating projects and programs in a developing-world setting
- Ability to develop high-level reports, review and monitor spread sheets and budgets, develop budgets based on activities, planning and projections on time and to a high standard
- Ability to undertake detailed activities with a high level of accuracy
- Ability to respond to urgent demands while maintaining on-going implementation of activities
- Ability to demonstrate initiative, promote and model new approaches
- Outstanding analytical skills, including the ability to develop systems that effectively implement, evaluate and track the partnership management and capacity building tasks
- Excellent conflict resolution skills and negotiation skills
- Strong presentation and facilitation skills
- Excellent written and spoken English including proposals and reports writing; Fluency in Vietnamese is an advantage
- Excellent computer literacy and experience with computerized information (including spreadsheets, databases), familiar with software packages under Windows and E-mail

Leadership Competencies

- Strong leadership and coordination skills;
- Strong people and team management, development skills, including performance management
- Ability and willingness to delegate tasks, balancing the need to support empowerment of team members with the ability to maintain task over sight;
- Well-developed coaching and leadership skills, both on a formal and informal basis
- Working effectively with and through others
- Open and responsive to personal change.
- Ability to respond well to change and to deal creatively with change, to manage the change and to bring necessary changes in the relevant sector/department to respond the changing needs of the organisation, the development sector and society as well.
- Ability to steward the organizational culture, facilitating change, crafting culture, valuing culture, personalizing culture
- High personal credibility, with strong influencing skills.

Qualifications & Experiences

- University qualification in management or development field; Master Degree or higher qualifications in development perspectives, development approaches and development activities is an advantage
- More than five years' experience in senior roles, taking responsibility for high-level program/project development, management, implementation and monitoring, preferably in Vietnam
- Experience working at the field level as well as high-level representation with national government, donors, UN, NGO (international and national) personnel and departments; international experience is an advantage
- Demonstrated experience with child-focused programs
- Demonstrated capacity development experience of teams and individuals;
- Demonstrated (high-level) experience in program management, proposal development, staff management and reporting with results-based management;
- Demonstrated awareness and experience working in partnership with and planning goals to closely support and link with national, provincial and district planning processes (timeframes, key documents, future initiatives)
- Experience in managing development activities with staff of varying levels of experience and ability
- Experience in effective coordination of teams reporting to you, or non-related personnel, to achieve results on time and to a high standard
- Experience in Vietnam and awareness of development issues desirable.

Approval by: .....

Date:.....

Name: Deborah Leaver

Job title: Country Director

ChildFund Australia Representative Office in Vietnam