

Pacific Program Operations Advisor

Position Description

Reporting to:	Pacific Program Operations Director	Work location:	Flexible
Department:	International Programs	Budget holder:	
Team:	Pacific Regional Team	Direct reports:	N/A

Role Purpose

The Program Operations Advisor will provide operations support for country offices (COs) and partner offices that are delivering programs for children in the Pacific. S/he will be the program operations focal point for implementation of development programs as well as response and preparedness for identified COs.

The core function of the role is to provide technical operations support to COs to ensure our program operations are efficient and of the required scale and impact. The post holder will be expected to ensure quality of operational delivery through supportive monitoring. S/he will also create and implement data system across the region that allow regional operations oversight, problem identification and supportive solutions. S/he will ensure professional standards of the program management function by developing and improving procedures and tools, training and mentoring program team members.

During the onset of a new humanitarian crisis or spike in an existing crisis, s/he will provide support to all operational aspects of scale-up, surge, and launch of the response in coordination with the CO. The role may also be deployed as surge to cover a key post where there are gaps and will commonly require the post holder to lead distinct pieces of work that support a CO/response and will often involve deployment into the country of concern. In the event of a major new humanitarian emergency, the post holder will be expected to work outside of the normal role profile and be able to vary working hours accordingly.

While working directly with the Pacific country offices and regional team, the Pacific Program Operations Advisor may be expected to liaise with account leads and the humanitarian team as required.

Key Areas of Accountability

Role requirements

CO Program Operations Strengthening

- Deliver high quality on-demand advisory services and analytical products that enable COs to improve the performance, effectiveness and operational quality of their programs.
- Advise on policies, standards, risk and regulatory requirements.
- Demonstrate leadership with Save the Children's policies and practice in relation to child safeguarding, code of conduct, health and safety, and other relevant policies and procedures.
- Provide COs with technical resource and expertise on project management. Provide technical, planning and coordination support to the adoption of PMM in countries of scope, in conjunction and coordination with the Regional Program Operations team.
- Provide COs with technical resources and expertise on their operating model, structure, and ways of working to ensure they remain fit-for-purpose, cost-effective and affordable over time. Where required participate to operational reviews.
- Coordinate with the Regional Operations team to ensure timely roll-out of the other improvement projects; assess impact of change projects on CO operations.
- Oversee the delivery of capacity-building plans to develop the requisite technical competencies in program staff.

- Identify local leaders and contribute to localisation and succession plans for key operations and program roles within COs in the Pacific region.
- In conjunction w/ Awards team members, provides support and guidance to COs on processes/framework for civil society and government partnerships (strategy and management).
- Support operational excellence of CO program delivery and supply chain functions.
- Review CO's operational risks, recommend mitigations, escalates risks that are above risk appetite.
- Identify possible weaknesses in the CO's control framework and work with Risk Business Partner to ensure compliance with relevant internal policies and external regulations.

Regional Program Management

- Act as program manager and budget holder for assigned single, multi-country or regional projects, directly or indirectly managing implementing team members in various country and partner offices, including reviewing and consolidating reports and inputting into regional project designs.
- Provide support in generating, capturing, and utilising evidence to inform future programming/response in close collaboration with the PDQ team.
- Monitor contextual developments in the Pacific (social, political, and economic trends, key actor mapping, and projection of drivers of humanitarian needs) through specialised and relevant sources, both international and national.
- Identify new business opportunities and channel leads through the relevant CO or Regional representatives.
- Other duties as assigned to meet the needs of the Pacific Regional Office.

Humanitarian Operations

- Provide operational oversight for humanitarian programming implementation to ensure timely and high-quality delivery of program activities.
- Oversee effective functioning of logistics systems to procure, store and distribute stock, supplies, and services for the timely delivery of services throughout the response.
- Work with the Humanitarian team to ensure offices have adequate levels of emergency preparedness in place and updated.
- Collaborate with the Field Managers, Director Ops, HR, and other departments to ensure that all technical and operational staffing and structure needs for emergency programs are met.
- If required, act as an Ops team leader and provide emergency start-up/ scale-up support to countries in an initial phase of an emergency response.
- Provide deployed or remote support for response planning, sourcing of response team leads and technical expertise.
- Ensure operational resources in the response are plugged into all relevant discussions and capitalise on partnership efforts in response to the emergencies.
- Provide on the ground guidance and capacity building to the local teams on essential operations emergency response standards, expectations, guiding principles.
- Support local partner selection (as relevant) and due diligence process to allow for timely, quality, and impactful emergency response.
- Support emergency projects across countries by working across relevant departments and staff to monitor the financial data (budget burn rates), project deliverables (targets, indicators), use of unrestricted/designated funds and allocations, no-cost, and other requirements (especially for the institutional donor funding).

BEHAVIOURS (Values in Practice)

Accountability:

- holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values

- holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

Ambition:

- sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same
- widely shares their personal vision for Save the Children, engages and motivates others
- future orientated, thinks strategically and on a global scale.

Collaboration:

- builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
- values diversity, sees it as a source of competitive strength
- approachable, good listener, easy to talk to.

Creativity:

- develops and encourages new and innovative solutions
- willing to take disciplined risks.

Integrity:

- honest, encourages openness and transparency; demonstrates highest levels of integrity

Additional job responsibilities

The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience.

Person Specification

Essential knowledge or experience

- At least 5 years’ experience in senior level leadership and management experience with international NGOs, with a solid experience at country management level
- Demonstrated experience of working in humanitarian and development contexts in international organisations and/or INGOs
- Significant experience in managing program operations and systems
- Experience of international development systems, institutions, donors, and best practices
- Experience in developing and implementing organisational vision and strategies
- Fluent in English; knowledge of a Pacific language a plus
- Demonstrated ability to thrive in a matrix management environment. Highly developed interpersonal and communication skills including influencing, negotiation and coaching.
- Experience of building personal networks at senior levels, resulting in securing significant new opportunities for the organisation.
- Willingness to travel throughout the region (varying but expected to be 30%-40% of time).
- Commitment to Save the Children values.

Desirable knowledge or experience

- Women are particularly encouraged to apply
- Significant regional experience in Pacific

Required qualifications and/or accreditations

- Master 2 in international development and humanitarian response

Driver’s Licence:	Required	Travel:	Required
Working with Children Check:	Required	Assets:	Laptop
Classification Level:	Individual Agreement		