

Program Operations Director Position Description

Reporting to:	Country Director	Work location:	Port Moresby, PNG
Department:	International Programs	Budget holder:	Yes
Team:	Pacific – PNG Program	Direct reports:	Approximately 6

Here you'll make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

The Program Operations Director (POD) is responsible for ensuring overall program management and quality delivery of Save the Children's development as well as emergency response programs in PNG. This will require providing strategic overview and strong, sustained coordination with Program Design and Quality Director.

The POD has overall responsibility for planning and coordination of all project-related personnel and activities. They are responsible for ensuring timely and quality delivery of the planned projects and programs and will be held accountable for all aspects of program implementation including administrative, project-related procurement and supplies, financial and quality reporting requirements. The role includes significant representational responsibilities with key government ministries, non-governmental stakeholders, and partners.

The POD will oversee procurement, supply chain, and award (grant) management to ensure that Save the Children in PNG complies with the application of Save the Children International's and Save the Children Australia's policies and procedures. The role will ensure that Save the Children in PNG abides by donor award conditions and local legal and governance structures.

The role reports to the Country Director, who holds ultimate accountability for the PNG country office. The POD is a member of the Senior Management Team in Papua New Guinea and may act as Country Director as required based on the travel and work requirements of the Country Director.

Here your skills will be valued

Role requirements

Strategic Program Development

- Contribute to the strategic vision and direction of Save the Children programs in PNG.
- Participate in conceptualising and designing cost-effective, innovative, and high-quality implementable programs – including programs that are child-led and participatory.
- Ensure that programs are relevant to children in PNG and the global objectives of Save the Children.
- Promote a culture of learning and continuous improvement within the PNG country program.

Program Implementation and Technical Assistance

- Ensure that program staff are well-oriented on program and project goals, objectives, expected results and donor requirements.
- Responsible for strategic overview of program implementation and ensuring delivery of quality programs in line with the country strategy.
- Ensure programs are implemented in ways responsive to the communities and children in line with Save the Children principles, values and strategic plan and following Save the Children compliance procedures.

- Coordinate and liaise with relevant department heads to ensure that proper policies, procedures and operational systems are in place to properly and adequately support program implementation.
- Oversee timely, efficient, and effective delivery of a high-quality child-focused and rights-based programs including:
 - Creation and revision of Detailed Implementation Plans.
 - Review of Budget vs Actuals reports and provision of variance analysis.
 - Direct line management of Program Managers, Field Office Managers, and Supply Chain Manager.
 - Ensure compliance with donor and SCA/SCI regulations on all projects.
 - Review program operation team structure and ensure timely recruitment of staff; ensure program operations staffs have clear objectives and receive meaningful feedback on their regular performance reviews.
 - Accountable for program budgets; ensure tight financial oversight of project budgets; maintain timely expenditure in line with agreed priorities and donor guidelines.
- Identify capacity gaps and arrange for appropriate training of program operations staffs to adequately equip them with the skills and knowledge required to accomplish their responsibilities.
- Ensure adequate resources are secured for program activities from both grants and the private funds of Save the Children members, including identifying strategic leads and concepts.
- In collaboration with the Pacific Regional Office (RO), introduce Award Management processes as per SCI Quality Frameworks, including the use of AMS within the country office.

Development of Partnerships and Networks

- Establish and nurture constructive relationships and networks among relevant government, donor, civil society, academic and private sector stakeholders through effective liaison and collaboration.
- Ensure program partners have partnership agreements in line with Save the Children requirements including those for child safeguarding.
- Closely monitor partnerships to ensure they satisfy standards of good organisational practice and meet agreed results.
- Seek opportunities to provide capacity strengthening for local partners to improve outcomes and sustainability of organisations.

Award and Financial Management

- Ensure regular monitoring and monthly reporting on all award management aspects: phased budget and actual expenses analysis, work-plan progress and updating, procurement plan revision, data collection and analysis and monitoring of indicators.
- Support the Supply Chain Manager and the Field Office Managers to deliver on timely procurement (e.g., planning, purchase, delivery) in strict adherence with Save the Children's procurement and logistics policies.
- Liaise with the Senior Finance Manager to ensure that effective systems are put in place, and regularly reviewed, to allow adequate project financial management and controls including:
 - Budget vs Actuals and Variance reporting.
 - Lead the monthly Grants Management Committee (GMC) on financial position and risk.
 - Budget forecasting and reforecasting processes.
 - Offline expenditure tracking.
 - Documentation of all controls and procedures.
- Take full responsibility for the delegated budget holding and support delegated budget holders in making decisions regarding budget allocations – alerting the Country Director and Senior Management Team of any issues which may arise.

Emergency Response Management

- Strengthen the country office organisational readiness to respond to emergencies including ensuring that the country office designs, updates and implements a full set of emergency preparedness actions, drawing on SCA input and resources.

- Work with Humanitarian Manager to strengthen cash distribution and accountability mechanisms.
- Act as a Humanitarian Focal Point for representation to national humanitarian coordination mechanisms, with a particular emphasis on leading engagement in Protection and Education clusters with relevant technical advisers.
- Lead the response planning and implementation for uncategoryed or small-scale (Cat4) disasters.
- Work with the Pacific Regional Office in ensuring the prepositioning and management of NFIs in country.

Member of the Senior Management Team

- Contribute to the leadership and effective management of the PNG Country Office.
- Support the development of an organisational culture that reflects our dual mandate 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 and excellent service for our members and donors.
- Develop and implement comprehensive change management strategies, conducting impact assessments to identify risks, and fostering a culture of openness and resilience within the organisation.
- Provide coverage for the Country Director as required.

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied
- Ensure staff have completed all required training and have up-to-date background and working with children checks
- Lead and promote a culture of strong governance promoting employee health, safety and security and operational risk management
- Show leadership towards health and safety awareness and improvements

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the [Child Safeguarding Policy](#) & [Code of Conduct](#)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes
- Ensure staff have completed background checks and are trained in child safeguarding in line with organisational and program requirements

All roles at Save the Children contribute to our impact for children.

At Save the Children, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring in this role:

Essential knowledge or experience

- At least five (5) years of senior management experience, preferably in an I/NGO environment, including experience in directing and implementing programs for children in both emergency and development contexts.
- Demonstrated significant experience in Save the Children's priority thematic sectors of health, education, protection, and/or livelihood sectors in a developing country context.
- Sound program cycle management experience and ability to work in a complex organisation structure.
- Knowledge / experience in humanitarian response.
- Substantial knowledge of financial management and budgetary controls.
- Demonstrated management and development of diverse teams of national and international professional staffs; must be culturally sensitive.
- Proven sound strategic thinking and planning skills, including ability to think strategically and creatively, analyse and be innovative, set priorities, manage work plans and evaluate progress, and meet deadlines in a complex environment.
- Highly developed relationship building, negotiation, and interpersonal skills including with national government personnel and development partners.
- Highly developed verbal and written communication and presentation skills. Fluency in written and spoken English. Tok Pisin desirable.
- Demonstrated experience in initiating, cultivating, and securing support from a range of institutional and private donors.
- Commitment to and understanding of Save the Children's aims, values, and principles - including rights-based approaches.

Required Qualifications and/or Accreditations

- Tertiary qualification/s in a relevant and related discipline in social and international development. Master's degree is desirable.

Additional Information

- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence: Preferred **Travel:** Required

Working with Children Check: Required **Assets:** Laptop