**Job Profile**

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| JOB TITLE | ICS In-Country Programme Manager (Bangladesh) |
| GROUP | Advocacy and Influencing Group |
| TEAM | Global Volunteering Team |
| LOCATION | Bangladesh |
| RESPONSIBLE TO | Bangladesh Country Representative (dotted line to UK ICS Programme Manager) |

### PART 1 – JOB DESCRIPTION

# JOB OVERVIEW

Tearfund are part of a wider International Citizen Service (ICS) consortium of 8 agencies who have been contracted by DfID to deliver the ICS Programme. The purpose of the role is to ensure that the ICS team and programme is well-run and that a robust ICS placement is delivered in line with ICS stated expectations.

The ICS programme is part of the Tearfund Advocacy and Influencing Group. It offers inspiring and challenging placements that enable 18 - 25 year olds from the UK and the countries in which ICS operates, to have a challenging and life changing experience. They will learn from and be of real service to Tearfund partners in Bangladesh as they in turn support the communities they serve.

# POSITION IN ORGANISATION

The job holder is responsible for the day to day management of the Bangladesh ICS programme reporting to the Bangladesh Country Representative with a dotted line to the UK based ICS Programme Manager. The post holder will Manage the In Country Co-ordinator(s) and directly support volunteer team leaders. They have direct oversight of the partner In Country coordinators line management of partner ICS liaison officers or equivalent.

# ORGANIZATIONAL REQUIREMENTS

* To take part in corporate weekly Staff Prayers on Wednesdays (either in person or via Skype), to hear of Tearfund’s work and to spend time in prayer and worship together
* To lead or participate in spiritual sessions of prayer and biblical reflection within the Team / Group
* To be committed to Tearfund’s Missions, Values and Beliefs statement
* To be committed to actively working and living in accordance with Tearfund’s Christian beliefs
* Responsible for maintaining own spiritual development

# KEY RESPONSIBILITIES

* 1. **ICS PROGRAMME STRATEGY**
* With the Country Representative, UK ICS Programme Manager and partners, develop the ICS programme strategy for Bangladesh in line with Tearfund’s wider Bangladesh country strategy
* Develop a plan for short term growth of the programme by at least 20%
* Liaise with relevant stakeholders (participating partners, Country Rep, ICS Programme Manager, ICS Quality Assurance Manager) to develop project plans that meet ICS standards and requirements
* Manage and deliver the overall M&E and reporting requirements for the programme in country, including VSO/ DIfD reporting requirements and project impact monitoring
* Manage and assist volunteer team leaders in measuring and monitoring development impact of programme projects work
* Ensure the timely and accurate inputting of ICV and UKV data into Job Science
* To advise and assist with any other additional Monitoring and evaluation visits, VSO/DFID wide
  1. **PROJECT / SUPPORT FUNCTION MANAGEMENT**
* Manage quarterly budgeting process in cooperation with the ICS Finance Manager, monthly financial reporting process, including the collection of monthly financial reports from partners
* Manage the maintenance of accurate financial records and filing
* Participate in the training of partners in ICS requirements and their roles and responsibilities
* Act as key contact for participating partners on all ICS issues
* Ensure that new partners are compliant with Tearfund’s good governance criteria and provide evidence to the UK prior to new partner relationships
* Liaise with the Country Representative on all aspects of the programme that relate to the partner relationship
* Manage and support participating partners and ICS staff (including team leaders) to ensure that a quality, well monitored and appropriate volunteer experience takes place that not only benefits volunteer but also the local community and the work of the local Tearfund Partner. This MUST be in compliance with the protocols and expectations outlined in the Quality Assurance handbook. This should include:
  + Manage the ICV recruitment, assessment and selection phase in collaboration with participating partners, the In Country Coordinators and in alignment with the quality principles and minimum standards
  + Manage and assist the In Country Coordinators in the delivery of the In Country Volunteers orientation training event
  + Manage and assist the In Country Coordinators in the delivery of the In country and UK volunteer orientation event, mid term review and team debrief
  + Manage and deliver with the In Country Coordinators a post placement event for all In country Volunteers at the end of each placement
  + Manage and assist in delivery of support for ICVs post placement action requirement
  1. **CORPORATE POLICY AND COMPLIANCE**
* Ensure compliance of all Tearfund policies and procedures as far as they relate to the work of ICS
* Gain and stay abreast of accurate health, safety and security information in conjunction with the Country Representative and assist UK team with Safety in Travel plans pre departure
* Be ‘on call’ to deal with emergencies as they arise
* Responsible to the Country Representative and the UK ICS Programme Manager for delivery against the 7 quality standards and 4 contract principles and Tearfund’s overall compliance to quality delivery of the Tearfund ICS programme in Bangladesh
  1. **TEAM MANAGEMENT**
* Manage the ICS staff and volunteer Team Leaders in country
* Carry out staff appraisals, setting objectives and performance management
* Hold regular review meetings In Country Coordinators and volunteer Team leaders
* Ensure the implementation during placement of the In country Learning and Volunteer Support
* Take a robust and consistent approach to the preventative management of health, safety and security with volunteers ensuring that Partners understand and comply with ICS requirements
* Provide support to the Country Rep and the UK ICS Programme manager in the management of any response to health, safety and security incidents in Bangladesh. In certain circumstances input into Tearfund’s crisis management team
* Ensure the provision of culturally appropriate pastoral support to volunteer team leaders as appropriate
* Manage any disciplinary issues that arise with volunteers in accordance with ICS grievance and disciplinary procedures
* Ensure all immigration requirements for visas for UK Volunteers are met as required while in country
* Be ‘on call’ to deal with emergencies as they arise
  1. **EXTERNAL REPRESENTATION**
* Work with other ICS Partners/Agencies in the Consortium
* Liaise with other agencies who are also delivering ICS in that country, if appropriate. Also where applicable to share learning and advice
* If the sole ICS Representative of the Consortium, be willing to represent not only Tearfund but the Consortium as a whole where appropriate, especially in regard to any Official visits, schedule permitting

**PART 2 – PERSON SPECIFICATION**

**JOB TITLE:** ICS In-Country Programme Manager (Bangladesh)

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|  | ESSENTIAL | DESIRABLE |
| QUALIFICATIONS | * Degree or equivalent * Spoken and written fluency in English is absolutely required | * Development based degree or qualification * First aider |
| EXPERIENCE | * Strong intercultural management experience * Safety and Security Management of teams in an insecure environment or during an insecure time * Experience of working with young UK and Bangladeshi adults / volunteers * Experience or working in a development organisation managing development programmes * Experience of managing and / or providing support to teams * Experience of providing vision and direction to a Programme and delivering on strategy * Budgeting and forecasting * Experience of project cycle management, especially reporting and monitoring and evaluation * Proven experience of managing a complex process requiring the coordination of several people * Experience of creating and implementing a project plan * Experience of presenting and facilitation at training or informational events to various audiences * Experience of developing and implementing training plans | * Strong local language ability * Database experience (Salesforce) * Experience of working in a developing country other than your own * Experience of working with young adults in a church context * Personal experience of short term opportunities as a participant or host * Safeguarding of children and vulnerable adults |
| SKILLS/  ABILITIES | * Able to respond quickly and proactively to unforeseen circumstances and solve problems * Ability to adapt and respond to changes * Excellent communication skills including: negotiation and conflict management, * Mentoring / people development skills * Self-starter with the ability to use own initiative * Proven high levels of organisational and administration skills * High degree of IT literacy including a knowledge of the use of social networking * Clear thinking and ability to plan strategically * Attention to detail but with the ability to keep the big picture in mind * Ability to deal pastorally with participants on the placements and provide appropriate levels of support and encouragement to them while in country * Ability to meet deadlines and achieve outcomes * Ability to cope with heavy workload and prioritise tasks |  |
| PERSONAL QUALITIES | * Committed Christian * High level of cultural understanding and sensitivity * Able to travel regularly * Responsibility and good stewardship * Adaptability/Flexibility * Self-assurance * Empathy * Commitment to learning | * Ability to cope with working remotely from manager and the rest of the team |