ROLE PROFILE

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| Title | **Program Manager - Ukhiya** | | |
| Functional Area | **Programme** | | |
| Reports to | **Deputy Director – Cox’s Bazar Programme** | | |
| Location | **Ukhiya** | Travel required | Frequent |
| Effective Date | March 2019 | Grade | D2 |

role PURPOSE

The program manager provides strategic leadership, grant management and implementation support to project managers and operational staffs in their assigned geographic location so that projects are implemented on time, on budget and with quality.

Dimensions of the Role

* Oversee minimum 7 – 8 projects with a yearly budget envelop of 4 Million Euro. Total budget and number of projects may increased based on the new design.
* Directly manage Project Managers based in Ukhiya
* Oversee implementation progress of projects operated in Ukhiya. The post holder will ensure all interventions have a particular focus on addressing the specific needs of young/ adolescent girls and young women throughout this response and recovery programme including interventions in the host community.
* He/she monitor (and inform Deputy Director) of the risks related to statutory and donor compliances at the implementation of the programmes and projects; takes proactive stances in identifying such risks by working with the technical and design teams.
* Representing Plan at sub-district level and managing and influencing significant external relationships related to this response specially clusters.

Accountabilities

Implementation:

* Serve as gap fill for Project Mangers when the position is vacant.
* Participate in Program Design Task Force when requested.
* Procurement plan follow up and alert Dep Director if monthly targets are missed.
* Visibility plan tracking and follow-up for respective targets.
* Oversee visibility compliance. Ensure all volunteers have ID cards and all staff are properly branded when visiting the field.
* DIP will be developed with support from Deputy Director. After DIP is in place the Program Manager will monitor implementation, provide support to ensure implementation stays on schedule and alerts Deputy Director in the event that there is coordinated remediation support needed in the event the project is off track.
* Ensure all new staff/volunteers have been briefed on CoC, PSEA and Safeguarding.
* Serve as Fraud and safeguarding information reporting focal point. Ensure all staff know that if they suspect fraud or violation that you are a resources for reporting.
* Hold Project Managers accountable for reporting any and all fraud/PSEA issues
* Complete fraud incident reports and submit to Director for submission to GA and BCO.
* Monthly Planning Meeting (Program Manager, Relevant Tech Staff and Project Manager) at field office level to ensure CAP projects are updated and agreed between Tech and Projects

Activity Planning:

* Connect Project Managers with each other to share content and best practices.
* Verify monthly work plans are well developed and activities structured with measurable outcomes.

Government Relations (Relationship Building and Collation of Inputs for Speedy Approvals)

* Build and Hold Relationship with CIC as assigned by program manager.
* Attend 100% of inception meeting at camp level.
* Hold relationship and attend meetings with UNO.
* Support Project Managers in meeting compliance of Upazila level such as FD7 visit, reports
* Does not hold accountability for final report/input compilation, but rather supports this Deputy Director that is directly accountable for submission of Government Reporting Requirements.

Donor Compliance, Reporting and Grants Management:

* Receive monthly reporting schedule and coordinate inputs to so that quality reports are submitted on time.
  + Agree on dates with Project Managers to send drafts for technical team review and sign off.
  + After technical team review submit to Grants Focal at BCO
  + Address any questions raised by grants/donor on reports.
  + Share approved report with Grants Team with cc to Deputy Director and Project Manager.
* Work with project managers to justify in writing deviations from agreed project document and communicate requests to BCO Grants team before taking action on deviations.
* Monitor progress of grants against DIP. If project is falling behind, alert grants, dep director and Project Manager to call for a meeting develop remediation strategy.
  + If there is a need for NCE/revision/justification – Program Manager leads the collection of inputs and insures quality.
  + Lead on the development of submission for NCE/Revision/Justification directly to Grants Focal with CC to Director/Dep Director.

Donor Communication:

* No donor communication. No National Office communication. All communication should happen either from Project Manager (day to day discussions), Grants (any decisions, revisions, questions on compliance) depending on issue. Program Manager is responsible for assessing communication needs and deciding what channel to approach.

Partner Management:

* Monthly review meetings with Partners – ensure all items under grants management and internal coordination section apply to Partner as well.
* Identify issues and share with Director for troubleshooting plan. Follow up on plan.

General Operational Management:

* Ensure smooth running of projects and address administrative or logistical grievances at the office level.
* Develop relationship with Operations Manager at CXB Office.
* Dotted reporting line to Operations Manager at CXB for any ops issues.

Monitoring For Quality and Accountability to Affected Populations

* Ensure CFFM are used in all projects with at least one set of data/feedback collected monthly (support MER&A Specialist in planning and leverage authority to ensure the MER&A person has access to communities)
* Work with MER&A Specialist to ensure all projects under supervision have AAP plan in place and feedback mechanism are being used. If not, alert Deputy Director.
* Ensure teams are using provided/agreed field monitoring tools and submitting reports after field visits. using Monitoring Tools
* Collate field visit report using Field Monitoring Reporting Template (monthly).
* Unannounced field visits to each project at least once per month. Submit report/finding to Deputy Director.
* Review DIP and progress against indicators at monthly review meeting

Internal Coordination:

* Programme manager will organize Bi-Monthly Meeting at Ukhiya: Technical team, PMs Deputy Director to review CAP and insure it is up to date.
* Responsible for holding 2 hour all staff meeting weekly.
* Responsible for program area follow-up with relevant technical teams if there are challenges to schedule. Settle disputes between relevant technical team focal point and project manager in cooperative way. Escalate if needed to Deputy Director Level.
* Keep eyes open for strategic opportunities to link technical support across projects.
* Hold weekly all staff weekly kick off meeting to communicate key messages coming from BCO and CXB. Also to nominate employee of the week from previous week ☺
* Hold monthly all Ukhiya staff meetings and incorporate capacity building session monthly for those staff.
* Monthly One to One meeting with Deputy Dir on MAP review

External Representation:

* Develop and hold relationships with Upzilia level government officials and CIC
* Attend camp general coordination meetings as well as in UNO
* Maintain registration in relevant sector mailing lists and review notes and agenda items.

HR

* Serve as focal point for collection of HR reports or complaints if HR representative is not in the office.

1. Ensures that Plan International’s global policies for Child Protection (CPP) and Gender Equality and Inclusion (GEI) are fully embedded in accordance with the principles and requirements of the policy including relevant Implementation Standards and Guidelines as applicable to their area of responsibility. This includes, but is not limited to, ensuring staff and associates are aware of and understand their responsibilities under these policies and Plan International’s Code of Conduct (CoC), their relevance to their area of work, and that concerns are reported and managed in accordance with the appropriate procedures.

Key relationships

**Internal;**

* Project Managers – Line Manage
* Reports to Deputy Director –
* – Dotted Line Manager
* BD Team at BCO
* Operation Manager, ER HR Manager

**External;**

* Government representatives
* Implementing Partners and other National & Local NGOs and CSOs
* In-country donors
* Peer agencies.

Technical expertise, skills and knowledge

***Educational Qualifications and work experience***

* Minimum Masters level educational qualification in development studies, social studies or any relevant subject.
* Minimum 5 years work experience in managing multi-disciplinary emergency response projects, implementation of project with partners
* Proven experience in partnership programme operations and dealing with Government of Bangladesh, civil societies, media and NGO/ CBO
* INGO work experience preferred.

***Knowledge***

* Comprehensive understanding of the Humanitarian architecture of the Rohingya Response its operating and regulatory environment.
* Understanding of the socio/political economic and cultural issues of Bangladesh and districts; especially in Chittagong Divisions.
* In-depth understanding of the humanitarian architecture, approaches and tools.
* Clear understanding and sound knowledge of management fundamentals.
* Knowledge and understanding of Plan’s vision, mission values.
* In-depth understanding of Child Protection, Education in Emergencies, Financial and Admin policy and procedures at country and global level.
* Sound knowledge of principles and strategies for project management

***Skills &Ability***

* Visioning, strategic planning & execution
* Critical thinking, analysis, reasoning & decision-making
* Leadership and Management
* Managing work relationships (internal/external)
* Communicating, one to one & in groups, written & verbal, presentations and reports in English; knowledge of Bangla would be preferable;
* Budget management and assessment of financial operations in humanitarian situations
* Facilitation, negotiation and networking
* Demonstrate tact and discretion at all times
* Persuasion and ability to influence.
* Ability to represent the organization at key external and internal events when required.
* Ability to solve problems, handle setbacks and pressure
* Ability to use basic office electronic equipment & computer applications
* Fluency in English, written and spoken. Understanding and speaking local language of Cox’s Bazar or Chittagong is an advantage.

Plan International’s Values in Practice

**We are open and accountable**

1. Promotes a culture of openness and transparency, including with sponsors and donors.
2. Holds self and others accountable to achieve the highest standards of integrity.
3. Consistent and fair in the treatment of people.
4. Open about mistakes and keen to learn from them.
5. Accountable for ensuring we are a safe organisation for all children, girls & young people

**We strive for lasting impact**

1. Articulates a clear purpose for staff and sets high expectations.
2. Creates a climate of continuous improvement, open to challenge and new ideas.
3. Focuses resources to drive change and maximise long-term impact, responsive to changed priorities or crises.
4. Evidence-based and evaluates effectiveness.

**We work well together**

1. Seeks constructive outcomes, listens to others, willing to compromise when appropriate.
2. Builds constructive relationships across Plan International to support our shared goals.
3. Develops trusting and ‘win-win’ relationships with funders, partners and communities.
4. Engages and works well with others outside the organization to build a better world for girls and all children.

**We are inclusive and empowering**

1. We empower our staff to give their best and develop their potential
2. We respect all people, appreciate differences and challenge equality in our programs and our workplace
3. We support children, girls and young people to increase their confidence and to change their own lives.

Physical Environment

The post-holder will be expected to travel extensively, sometimes at short notice to join humanitarian responses. It may be required to work late, weekends and holidays in order to ensure timely delivery of programmes.

Level of contact with children

***Mid to high level contact****: interaction with children*