



## Member Services Program Manager

**TEAM/PROGRAM:** Member Services

**LOCATION:** Port Vila

**ROLE PURPOSE:**

Reporting directly to the General Manager and working with the Member Services Committee of the VCCI Council, the Member Services Program Manager is responsible and accountable for the overall management and implementation of projects and programs, program budgeting, program financial reporting, human resources management, and program related administrative and logistics support within the organisation.

Program management and implementation responsibilities include developing project activity plans, budgets and implementation plans, managing the accomplishment of targeted results and indicators, oversee program budgets and accounts to ensure adherence to approved budget and work plans, undertaking routine budget monitoring and budget revisions, leading in the definition of M&E indicators and plans, preparing timely and high quality program and financial reports, and taking initiatives and actions to ensure that program implementation is in compliance with all VCCI and donor requirements, rules and regulations.

In addition the Manager will ensure effective liaison between VCCI and its program participants, Government, donors and stakeholders to promote collaboration.

**SCOPE OF ROLE:** Reports to the General Manager, with a dotted line to Development Adviser

**Staff directly reporting to this post:** All project related staff.

**KEY AREAS OF ACCOUNTABILITY:**

As a member of the Senior Management Team, contribute to:

**Program Management Implementation**

- Lead the preparation and implementation of all project and program-based work plans.
- Responsible to ensure all project work is delivered on time, to budget and to defined quality standards and within document scope of work parameters.
- Monitor and oversee the day-to-day implementation of the programs and projects to ensure compliance with the agreed work plans and that program objectives and targets are being realised in line with the funding proposals and contracts.
- Ensure that all staff, partners, and stakeholders implementing VCCI projects have a clear understanding of each project's mission, vision and objectives and that these are reflected in program implementation.
- Conduct regular program review meetings with the relevant partners and stakeholders to enhance information sharing and improve efficiency and effectiveness of program implementation and operations.
- Initiate and develop approaches for optimal implementation, management, monitoring and evaluation of program activities.
- Maintain a high standard of transparency and accountability in the course of program implementation while ensuring integrity and timeliness of activities implementation in meeting program objectives, compliance with donors & VCCI policies.
- Provision of regular operations and implementation updates on program progress and challenges to allow for timely interventions and corrective actions by management.



- Ensure the timely reviews and adjustments for the program operational and implementation plans and budgets as may be required from time to time.
- Ensure VCCI's Communications Officer is provided with regular content, manage project team staff, and run regular meetings with each project team for monthly reporting back to GM and Council.

#### **Program Initiation and Development:**

- Work closely with the Development Adviser in the design and development of new funding proposals and concepts by providing information and technical inputs to the plans, budgets and M&E indicators, including requests for existing project extensions as may be necessary.
- Take lead in undertaking participatory assessments, surveys and planning new projects and initiatives as may be appropriate including conducting relevant research, proposal writing and program documentations.
- Support the development of the projects' monitoring and evaluations systems and indicators in collaboration with the Monitoring, Evaluation and Communications Officer in order to accurately, timely and regularly measure the results and impact of VCCI interventions from program delivery.
- Contribute to the development and revision of VCCI strategy, action plans and priorities in planning for future program by participating in child rights situational analysis, providing inputs and feedback on the country program strategy and thematic program plans.

#### **Budgeting and Financial Management**

- The Program Manager is responsible for the program budgetary controls and overall financial management at program level including maintaining oversight of program budgets and expenses. This responsibility includes;
  - Development of program and project budgets to guarantee availability of funds for program implementation at all levels.
  - Responsible for monitoring and revising as necessary project budgets and ensuring that funds are used optimally and accounted for in accordance to the funding contracts and agreements.
  - Undertaking monthly budget monitoring in order to ensure accuracy of financial reports, manage budget variances, explain variances and propose measures for managing the variances.
  - On quarterly basis, review all program budgets to ensure that budgets are revised and rephrase timely and spent within donors budgets and expenditure guidelines and no-cost extensions/cost extensions are timely requested for.
  - Ensure that all financial policies and regulations relating to cash flow management, expenditure controls, cash management, accounting information, advances management as put in place for the management and control of funds are followed by the staff and partners in implementing the different program activities.
- Support partners and staff in making decisions regarding budget allocations and utilizations and alerting management to any financial mismanagement which may arise during program implementation.

#### **Program and Financial Reporting**

- Responsible and accountable for the preparation of timely and high-quality progress and end of project narrative and financial reports which are in accordance to the donor reporting schedule and formats.
- Review all program financial reports ensuring that donor guidelines have been followed and high standard met, prior to submission to management.



- Organise and facilitate quarterly follow ups and progress review meetings to address key performance issues from the reports.
- Preparation of the project close out reports indicating follow up actions on closed projects and manage the transfers of project deliverables such as documents, files, equipment and materials.

#### **Project Monitoring, Reporting and Documentation:**

- Oversee the project monitoring to ensure information and reporting systems fulfil needs of VCCI, Government, communities, donors and other stakeholders, in line with DM&E standards.
- Working in collaboration with MEC Officer to ensure that the project has developed and implemented M&E plans, and that program teams are capturing outcomes/results for Total Reach data, as well as statistics on tracer studies on youths who have benefitted from Non formal vocational education programs on which the project is building for use in proposal development and institutional learning.
- Lead the process of developing project baselines and evaluations ToRs, 3 months before the date of effective implementation.
- Facilitate effective monitoring, evaluation, documentation and reporting in line with agreed project targets and standards:
- Manage project information, documentation processes, and ensure effective communication of the program/project results.
- Provide monthly reports (*progress against planned activities, expense against estimated budget*) of project activities to the MEC Officer and General Manager as per agreed schedule.
- Ensure appropriate filing and availability of documentation required for internal and external communications, accountability, audits, evaluation purposes and reporting.
- Supervise on-going program assessments, evaluation and operational research studies, and take lead in utilizing the recommendations to improve programming.
- Document vital project documents including fund summary, project proposal, M&E plan, monthly, semi-annual and annual reports, reports on activities implemented (approved concept, activity report and attendance lists) in appropriate drives for easy reference.

#### **Human Resources Management and Development:**

- Support the implementation of the VCCI performance management systems and processes.
- Comply and support the compliance by all staff with all relevant VCCI policies and procedures with specific respect to Code of Conduct and other relevant policies.
- Encourage the culture and practice of learning, creativity and innovation amongst the team members.
- Maintain good team communication, engender good team dynamics and take remedial actions when problems occur.
- Support team members professionally and support stress management.

#### **Representation**

- Establish, maintain and improve working relationships with Government, donors and communities.

#### **SKILLS AND BEHAVIORS**

#### **Accountability:**



- Holds self accountable for making decisions, managing resources efficiently, achieving and role modelling VCCI 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 others to do the same.
- Widely shares their personal vision for VCCI, engages and motivates others.
- Future orientated, thinks strategically.

**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.

**Occasional duties**

Perform any other duties as may be assigned from time to time.

**Judgement and Decision-Making**

- The jobholder has a middle level of decision-making authority and is authorised to make decisions/take actions on the majority of program and operational management matters relating to their specific program portfolio.
- Strategic decisions (operational issues, policy/procedural changes, budget approvals, disciplinary issues, financial decisions outside the budget etc) require consultation with the line manager and other relevant staff as may be appropriate.

**Academic Background, Experience and Person Specifications:**

- A minimum of a Bachelors Degree in a related field. Post Graduate training in Project Management, Community Development or a Master’s degree in any relevant field is an added advantage.
- At least 7 years progressive experience in program implementation, management and development and 3 of those years in a management position in an international development organization. Relevant experience supervising community development projects an advantage.
- Demonstrable financial, planning and budget management skills a MUST.
- Highly developed interpersonal and communication skills including influencing, negotiation and coaching.
- Excellent time management and planning capacity.



- Excellent planning, coordination and reporting skills, with the ability to organize a substantial workload comprised of complex, diverse tasks and responsibilities.
- Computer literacy and excellent documentation skills are a must.
- Availability and willingness to travel within Vanuatu also a must.

**SIGNATURES**

Program Manager:	Signature:	Date:
General Manager:	Signature:	Date:

Date of issue:                      Author : Adviser