



## Position Description

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**Position:** Program Manager

**Reports to:** Head of Donor Programs

**Date:** February 2023

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### Nature and scope

The Pacific Aviation Safety Office ("PASO") is established under the Pacific Islands Civil Aviation Safety and Security Treaty (PICASST) as an International Organisation to carry out the following objectives: -

- to meet the requirements of the member States in the provision of aviation safety and security regulatory oversight services, in accordance with PICASST;
- to undertake the purpose of the organisation in a manner which is cost effective and sustainable in the long term;
- to utilise coordinated and collaborative business and inspection methods to minimise the costs of safety and security oversight to participating States and the aviation industry;
- to support the aviation industry in participating States by the provision of timely advice and guidance in matters of aviation safety and security; and
- to promote an internationally recognised standard of aviation safety and security excellence, based on ICAO Standards and Recommended Practices (SARPS), within the Pacific Islands region.

The mission of the Pacific Aviation Safety Office (PASO) is to establish a collaborative and regionally based aviation safety and security oversight programme for the benefit of stakeholders and the region. In pursuing this mission, PASO has committed itself "to provide for continuous improvement in the quality of aviation safety and security oversight services to comply with international standards, required under the PICASST and ICAO Conventions".

In achieving this mission, PASO will adhere to the following core values:

- Accountability
- Diligence
- Fairness
- Integrity
- Transparency

## Purpose of the role

The Program Manager will lead and manage the day-to-day implementation of funded projects and will support PASO in its reform process providing project and financial management support to the organisation. The Program Manager will support and work closely with the Head of Donor Programs and other key personnel supporting the Donor Programs team. This role will report directly to the Head of Donor Programs.

## Key relationships

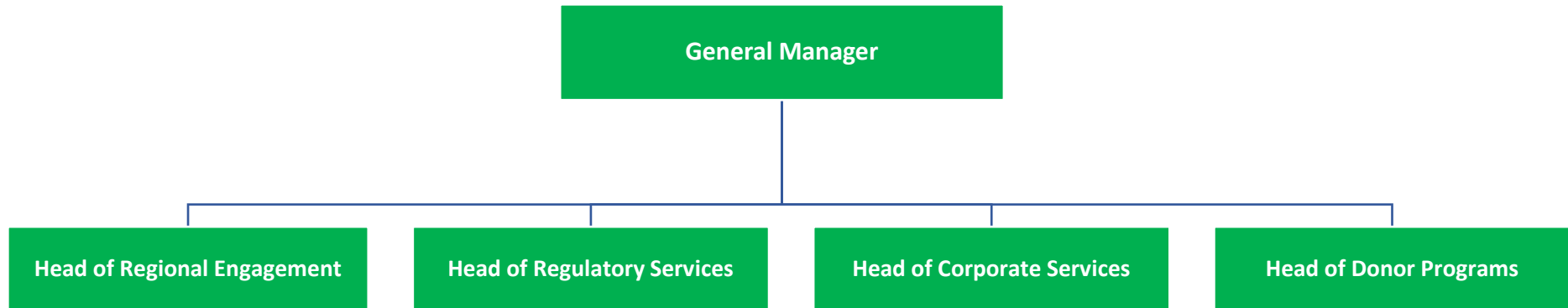
### External

- Suppliers
- Donors and Funders
- Externally appointed Auditors

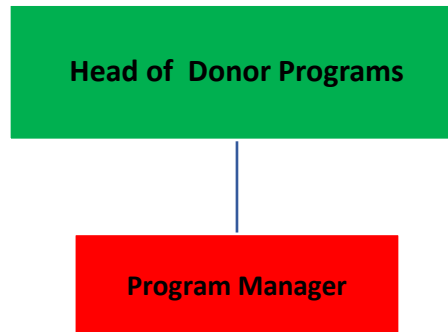
### Internal

- Head of Donor Programs
- Head of Corporate Services
- Members and Associate Members of the Council
- Finance Manager and Officers
- Inspectors and contractors
- Other staff members

Organisation structure – Senior Management Team (SMT)



Organisation structure – Donor Programs Team



## Key responsibilities

The detailed scope of services to be provided is in accordance with the following activities:

### **Project Planning Related Tasks**

- Coordinate the implementation, monitoring and evaluation of the project activities in accordance with the donor contractual arrangements;
- Contribute to the planning of program outputs and activities for implementation with the key internal and external stakeholders as required, and ensure that the programs are implemented according to plan and any variances reported in a timely manner;
- Support and follow up on agreed action items and coordination of meetings as required to support Project implementation.

### **Management Related Tasks**

- With support from the Head of Donor Programs , manage all contracts throughout their duration. Ensuring that necessary acceptances of work completed are obtained, that the associated financial information is correct and that the process of procurement is completely satisfied;
- Organize meetings, including providing the development of reports including updates on activities, financial reports relating to PASO operations and other inputs as directed by the Head of Donor Programs;
- Provide support to the General Manager, PASO Council Members, PASO Senior Management Team, and Head of Donor Projects and other stakeholders;
- Any other related task as required by the Head of Donor Programs to support Project implementation, including supporting new business as usual activities, internal projects, and business plan or strategic plan implementation.

### **Procurement & Contract Management Related Tasks**

Oversight of the procurement of goods and services under the Project in liaison with the Head of Donor Programs. This includes;

- Drafting/finalizing Terms of Reference/Specifications/Statements of Work as required for activities under donor programs;
- Monitoring and day to day management of contracts, including coordination of deliverable reviews, and supporting PASO and contractors/consultants to ensure smooth and effective delivery of each contract;
- Distribution of various reports which are undertaken as part of the donor programs, undertaking following up and collation of comments from stakeholders, PASO Council/Management and collate for feedback to relevant consultancies in a timely and precise manner;
- Maintaining records to support the implementation and management of contract activities and regular status reporting to PASO and Stakeholders;
- Obtaining necessary clearances / approvals from PASO and stakeholders and others as necessary.

**Finance Related Tasks**

- Work closely with the PASO Finance Team to ensure financial integrity of project expenditure;
- Review program budgets and prepare monthly forecasts;
- Outline areas of improvement for project spending where required;
- Use financial management software to prepare budgeting and forecasting discussions.

**Reporting**

- Submit monthly project progress reports and financial reports to the Head of Donor Programs and PASO Senior Management Team on targeted performance of planning and implementation;
- The Program Manager will be required to undertake these tasks in close liaison with the Head of Donor Programs and in accordance with donor Grant Agreements.

## Competency Framework

<p><b>Person Specification</b></p> <p><b>Professional/Technical Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Has a minimum of 3 years’ experience in project management</li> <li>• Has a relevant tertiary qualification from a recognized institution, or equivalent relevant operational qualification</li> <li>• A relevant project management qualification</li> <li>• Proven experience in managing multi-faceted projects with diverse stakeholders and tight timelines and the ability to work independently and with stakeholders as required</li> <li>• Strong analytical and strategic thinking skills, leadership, diplomacy, and advocacy</li> <li>• Excellent verbal, written and presentation communication skills in English, with demonstrable high-level reporting skills</li> <li>• Experience in implementing business transformation programs in a similar sized organization.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Familiarity with project requirements of donor projects will be an advantage</li> <li>• Experience in the aviation sector, preferably in regulatory oversight is desired, but not essential.</li> </ul>		
<p><b>Execution</b></p> <p><b>Operational Decision Making</b></p> <p>Engages in thorough analysis of team effectiveness through gathering relevant information; sees the ‘whole’ and the complexity of connections; takes into account factual information, logical assumptions, resources, potential risks and opportunities; makes timely, sound decisions.</p>	<p><b>Relationships</b></p> <p><b>Building Relationships</b></p> <p>Builds, maintains, and uses effective working relationships, internal and external to the organisation, to facilitate the successful achievement of projects, assignments, and objectives.</p>	<p><b>Personal Qualities</b></p> <p><b>Adaptability/Personal Effectiveness</b></p> <p>Displays energy, optimism, and resilience; ensures effective performance when faced with ambiguity, changing environments and demands.</p>

<p><b>Operational Planning</b></p> <p>Translates the organisation’s strategic priorities into an operational plan of action; provides clarity and focus of effort through effective planning; allocates resources (i.e. human, capital, financial); develops and utilises processes to monitor progress and contingencies.</p>	<p><b>Communication</b></p> <p>Expresses and conveys information effectively to other people. This includes speaking, writing, and listening. This covers formal and informal situations.</p>	<p><b>Health and Safety Awareness</b></p> <p>Promotes a culture where health and safety are seen as integral to success. Is aware of and takes into account conditions that affect own and others’ health and safety.</p>
<p><b>Stakeholder Focus</b></p> <p>Focuses attention on meeting the needs of stakeholders (internal and external) ensuring their satisfaction.</p>	<p><b>Delegation</b></p> <p>Takes into account strengths, knowledge, potential and development opportunities when delegating; monitors activities that have been delegated; provides support without removing responsibility.</p>	<p><b>Innovation and Fostering Creativity</b></p> <p>Facilitates an environment where creativity and innovation can flourish; looks for opportunities to improve personal and the organisation’s performance, rethinking how to approach work. Develops and actively encourages other to develop creative and practical ideas. Adapts leadership style to allow for innovation.</p>
<p><b>Work Management</b></p> <p>Controls ones work by prioritising work goals, requirements, and areas of opportunity.</p>	<p><b>Developing Organisational Capability</b></p> <p>Creates learning opportunities for others to develop and grow, positively influencing their progress towards successful results. Coaches and gives feedback, guidance, and support to enable individuals to reach agreed objectives. Creates an environment conducive to learning.</p>	<p><b>Integrity</b></p> <p>Acts in a manner that conveys the principles important to the organisation, including impartiality, fairness, honesty, openness, sound business ethics and respect for others. Demonstrates high standards of ethical behaviour.</p>
	<p><b>Influential Leadership</b></p> <p>Inspires, motivates, and builds cohesive teams; promotes and uses the organisation’s Vision, Values, and strategic priorities as a guide to everyday business. Leads others through change by helping them to see and feel how things can be different.</p>	<p><b>Learning</b></p> <p>Acquires, understands, and applies new job-related information knowledge and skills in a timely manner. Able to learn from experiences and other people and apply in practice.</p>
	<p><b>Persuasiveness</b></p>	<p><b>Self-Awareness</b></p>

	<p>Uses appropriate interpersonal styles and communication methods to gain acceptance of an idea, plan, or process; effectively influences others over whom one has no positional authority (peers, colleagues, those external to the organisation); adapts one's own behaviour to accommodate circumstances and individuals involved.</p>	<p>Recognises own emotions and feelings and their effects; recognises the impact of own behaviour on others; acts professionally at all times. careful attention to all the detailed aspects of a role, shows a high concern for accuracy.</p>
		<p><b>Fostering High Work Standards</b></p> <p>Sets high personal and professional standards for self and others; assumes responsibility and accountability for the successful completion of projects, assignments, or tasks. Consistently gives careful attention to all the detailed aspects of a role, shows a high concern for accuracy. Fosters an environment of excellence in the organisation.</p>