

**POSITION DESCRIPTION**

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| TITLE | Head of Program Operations |
| RESPONSIBLE TO | Director of Policy and Programs |
| LOCATION | Melbourne, with flexible working arrangements |
| EMPLOYMENT BASIS | Permanent ongoing (subject to a 6 month probationary period) |

**Introduction**

WaterAid’s vision is of a world where everyone has access to safe water and sanitation. Our mission is to transform lives by improving access to safe water, sanitation and hygiene (WASH) in the world’s poorest communities. WaterAid works with partners to maximise its impacts for policy change/influence.

WaterAid works through supporting local organisations and government authorities to design and demonstrate appropriate and sustainable WASH programs. WaterAid also seeks to influence policy change through government and other key sector actors to secure and protect the right of poor people to safe, affordable water and sanitation services.

Everything we do is shaped by our six values:

* Integrity
* Respect
* Collaboration
* Courage
* Accountability
* Innovation

*WaterAid is a child safe organisation. We recognise that we must meet community expectations and the trust placed in our personnel to maintain the highest standards of conduct with children. Therefore, all positions within WaterAid are required to comply with our Child Safeguarding Policy and Code of Conduct.*

*WaterAid is committed to protection from sexual exploitation and abuse in everything we do. The values and standards we uphold are highlighted in our Global Code of Conduct. All positions within WaterAid are required to comply with our Global Code of Conduct.*

**Position Summary**

The position is responsible for overseeing grant management and associated operational systems and processes to support the effective delivery of quality programs, and holds accountability for contractual requirements across the portfolio, including programming under the Australian Government’s Water for Women Fund and ANCP.

The Head of Program Operations leads a sub-team of four staff, and provides strategic advice to the Director of Policy and Programs (PP) as part of the PP management team alongside the Head of Learning and Effectiveness, and the Head of Strategy. A key accountability for the PP management team is ensuring strong coordination between all sub-teams, and other parts of WaterAid Australia.

The role also coordinates and collaborates with Country Programs in Cambodia, PNG, and Timor-Leste, to manage and continuously improve grant management and operational systems and processes that support Country Programs to lead quality programming and implementation of their strategies.

Essential to the role is a commitment to locally led development, understanding of sector standards and best practice, collaborative working style and management approach that fosters a culture of staff empowerment and professional development.

**Summary Responsibilities and Duties**

1. **Program and grant management leadership**

* Oversee implementation of contract and grant management systems and processes ensuring internal and external accountability requirements are met
* With your team develop strategies to strengthen the capacity of Country Programs and key partners to effectively manage grants including overseeing the development of tools and processes for assessing grant performance and risk
* Support Program Coordinators and Country Program colleagues on grant management processes from inception to closure – including collaboration between Policy and Program sub-teams for planning, implementation, monitoring and reporting and financial management
* Coordinate donor reporting and lead donor grant engagement across our portfolio, including multi-country, multi-year projects under Water for Women and ANCP
* Oversee negotiation with other WaterAid Federation members to ensure grant funding is based on agreed Federation principles and processes, and that donor requirements are met when Australian funding is implemented by other Federation members
* In collaboration with the broader PP and the Corporate and Community Engagement teams, contribute to business development processes and partnerships
* As the Safeguarding Focal Person and member of the safeguarding working group, act as a central contact for organisational safeguarding queries and promote knowledge of and adherence to WA safeguarding Policies and Procedures, and documentation of compliance against DFAT Child Safeguarding and PSEAH minimum standards.

1. **Program and grant management systems improvements and compliance**

* Strengthen and operationalise grant management systems and processes to promote efficiencies, effective information management, and ensure compliance with ACFID Code of Conduct and DFAT Accreditation standards
* Ensure your team supports Country Program teams to strengthen capacity of staff and partners to ensure compliance in key areas such as Child Safeguarding, PSEAH and complaints management
* Lead planning and coordination with the Organisational Support System (OSS) team to ensure financial management compliance, fraud mitigation, counter-terrorism screening and audit requirements
* Oversee development, review and socialisation of grant management and operational tools and guidance for Country Programs, including the Grant Management Manual, Operations Manual and Partnership tools such as the Due Diligence and Capacity Assessment Tool
* Ensure your team, strengthens assessment, mitigation and consistent documentation of project level risk and alignment with Country Program Organisational Risk Assessments as part of WA Australia’s overarching risk management framework

1. **Policy and Programs budget and finance leadership**

* Lead the Policy and Programs teams annual budget planning processes, financial reporting, quarterly reforecasting and recovery allocations
* Support Country Program budget development, review of expenditure and quarterly reforecasting to support country program strategies
* Lead review and approval of grant acquittals in line with contract conditions and budget parameters
* Foster cross department collaboration to ensure effective management of match funding
* Maintain WaterAid Australia’s pricing guidance for grants, and build capacity across CPs to utilise approach

1. **People and Team management**

* Build and maintain a high performing Program Operations team, including fostering a collaborative and empowering culture
* Lead team work-planning, documentation and accountability for progress against objectives
* Ensure annual performance plans, regular reviews, and professional development plans are in place for all staff in the team
* Line management supervision and ongoing support to staff through individual mentoring, coaching and professional development

**Qualification, Skills & Attributes (Key Capabilities/Selection Criteria)**

| **Essential** | |
| --- | --- |
| **Knowledge, skills and experience** | 1. Significant experience in program/grant management or operational management role, with responsibilities managing donor relationships and reporting. 2. Commitment to prioritising capacity strengthening of Country Program staff and building sustainable and appropriate systems and processes based on the capacities of staff and partners. 3. Proven financial management, budget development and financial reporting skills. 4. Experience leading, supporting and empowering staff and working collaboratively across teams and countries. 5. Implementation or socialisation of policies and procedures in line with ACFID Code of Conduct and DFAT Accreditation standards, with a strong understanding of safeguarding requirements. 6. Ability to think strategically as well as engage in the complexities of operational management and work to identify solutions and improvements to ways of working. 7. Excellent written and verbal communication skills and relationship building skills. |
| **Education** | Bachelor’s degree or higher in a relevant field |
| **Personal qualities** | 1. Commitment to WaterAid’s values and a demonstrated working style that reflects these. 2. Demonstrate an understanding of gender equality and women’s empowerment, diversity and social inclusion. 3. Commitment to innovation, continuous improvement and open to new ideas. |

**To Apply**

Please submit an application to [recruitment@wateraid.org.au](mailto:recruitment@wateraid.org.au) by 9am Tuesday 9th March, with the subject line **Application – Head of Program Operations.**

Applications for this position must include a resume and a cover letter (max 2 pages) addressing the above Qualification, Skills and Selection Criteria.

For any queries not answered in this document please email Tom Muller, Director of Policy and Programs at [tom.muller@wateraid.org.au](mailto:tom.muller@wateraid.org.au).

Only shortlisted candidates will be contacted.