



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Programme Manager (PM)
<b>RESPONSIBLE TO:</b>	Executive Director (ED)
<b>RESPONSIBLE FOR:</b>	Programme Unit (PU)
<b>DIRECT SUPERVISION OF:</b>	Project Leaders (PL), PU Administration staff, Information Technology (IT) staff
<b>SALARY RANGE:</b>	Levels 15 to 17 on the VBNK Salary Scale
<b>DESCRIPTION:</b>	<p>VBNK is a dynamic Cambodian learning organisation supporting the capacity development of a wide range of civil society, public and private sector organisations, so that they can contribute more effectively to social development.</p> <p>The main responsibility of the PM is effective coordination and provision of support functions for delivery of all VBNK programme activities. This includes supervision of selected PU staff, maintaining effective coordination and communication mechanisms across the PU, overseeing all monitoring, evaluation, database and IT systems, and ensuring the quality of all aspects of PU work and outputs. S/he has an important role in supporting the ED and other senior staff in project design, proposal development and organisational management. S/he has lead responsibility for identification of PU staff capacity development needs and ensuring appropriate activities to meet those needs.</p>
<b>NATURE OF CONTRACT:</b>	Unspecified duration following successful completion of a 3-month probation period.

### **SPECIFIC DUTIES AND RESPONSIBILITIES:**

#### **1. Programme Coordination**

- 1.1 Work with the ED and PL to ensure that VBNK programme activities are consistent with the organisation's mission, strategy and agreed approaches to service delivery, paying special attention to organisational learning.
- 1.2 In consultation with the ED, PL and Technical Advisor (TA) lead the planning of PU staff and resource allocation for effective service delivery, taking account of the need for all internal organisational events and activities. Help PU staff to recognise and respond appropriately to priorities.
- 1.3 Monitor the PU's resource needs (human, financial and other) and negotiate for changes as required to maintain and develop the programme and ensure high quality delivery.

- 1.4 Support the PL and ED to ensure full delivery and reporting compliance with all donor and customer contracts, government and Board requirements
- 1.5 Line manage the PL and hold them accountable for high quality, timely completion of the work following all appropriate and necessary pre, during and post-delivery processes, including quality assurance, data collection, and reflection and learning activities.
- 1.6 Ensure that PU staff have all the relevant materials and resources needed for service delivery.
- 1.7 Work in close cooperation with the Finance and Administration Manager to ensure that PU activities are contract and budget compliant, and to ensure that PU staff follow all policy and procedure requirements.
- 1.8 Where necessary, be involved in the delivery of consultancy contracts and activities.

## **2. Quality Assurance and Knowledge Management**

- 2.1 Ensure that VBNK has in place and implements relevant and up to date systems and procedures for quality assurance, including the required monitoring and evaluation (M&E) systems to produce the data required for reporting to donors.
- 2.2 Supervise the IT staff to ensure that the VBNK data base is kept up to date and well organised to facilitate reporting needs and learning activities.
- 2.3 Ensure that the VBNK website, Facebook page and other resources are kept up to date and well presented with high quality information.
- 2.4 Lead the planning and implementation of the Annual Impact Assessment (AIA). Ensure effective internal and external dissemination of learning from the AIA. Generate and lead other learning activities to support programme innovation and staff capacity development.

## **3. New Business Development**

- 3.1 As required, support the ED in all new business development activities, including negotiations with potential customers to clarify expectations and specific needs, and contributing to proposal development.
- 3.2 Actively represent, promote and market VBNK and its services to the civil society sector and other key stakeholders such as the Royal Government of Cambodia, VBNK's Board and donors whenever the opportunity arises.

## **4. Staff Management and Development**

- 4.1 Ensure that all PU staff members have up to date and relevant job descriptions and are aware of their roles and responsibilities.
- 4.2 Conduct regular supervision sessions with PL to monitor project implementation and to ensure they are conducting all required supervision and assessment processes with their direct supervisees.
- 4.3 Conduct annual performance appraisals, and any other required assessments, with all direct supervisees.

- 4.4 In consultation with the ED, PL and TA lead on development and implementation of a structured staff development plan that addresses both individual and unit needs for upgrading knowledge and skills.
- 4.5 Be a technical resource for PU staff who need support to acquire the knowledge and skills needed to complete activities successfully. Where necessary negotiate for external technical support to address specific staff capacity needs.
- 4.6 Take a role in the recruitment and orientation of staff as required.
- 4.7 Facilitate staff to solve problems and resolve any conflicts that arise in the PU or between the PU and other staff or in any external relationships.

## **5. Organisational level management**

- 5.1 Be a member of the Management Team, and any other groups or working parties as required.
- 5.2 Take a leading role in strategic and annual planning, and any required review processes.
- 5.3 Work with the ED and other senior managers to monitor and when necessary, review VBNK policies.
- 5.4 Act as a role model for other staff, especially with regard to VBNK's policy on gender, the organisation's Values Statement and in learning.
- 5.5 Deputise for and represent the ED internally and externally as required.

## **6. Any other reasonable task requested by the Executive Director or Board.**

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### **Person Specification:**

This is a senior management position. The person appointed will have:

- At least 10 years working experience and five years managing individuals and coordinating projects
- Experience in managing consultancy services and facilitating organisational development
- Experience of senior management and representation with donor and government partners
- Experience in resource mobilisation, including formulation of complex projects and proposal development
- A higher-level university degree in development studies, education, organisational development, management or relevant field
- Strong knowledge of monitoring and evaluation and knowledge management approaches and tools, with experience of conducting impact assessment and evaluations
- Excellent communication skills including high-level written and spoken English, high-level written and spoken Khmer, and report writing skills
- Strong desire to learn and commit to his/her further development