

JOB PROFILE

Job Title: Programme Manager

A. Scope of the Role

The Programme Manager is a senior post managing a multi-layer team which may include Project Managers and Coordinators. They are responsible for a programme that consists of a collection of projects. The role supervises all aspects of an ongoing programme including: design and resource mobilisation, planning, organizing, staffing, monitoring and controlling all elements that comprise the programme. The role requires effective oversight of the programme's projects and management of their inter-dependencies including managing risks and issues arising. The role is crucial for delivering changes, for creating and maintaining focus and scope fulfilment.

Programme Managers usually work full-time and can be based in a Country Office or a Regional Office and may also be found at Headquarters.

B. Connected Roles

Managed by Country Director, Head of Programmes.

Managing Project Managers, Project Coordinators.

Variations The role may have a specific focus: for example, Nutrition Programme Manager, Health Programme Manager, Emergency Response Manager.

The role is often in the programme team but is closely linked in seniority to Operational Managers, such as Security Manager, Risk Assessment Manager, Communication Manager, Air-Operations Managers, Logistics Manager.

In large Country Offices, the post may be called Programme Director.

C. Skills and Competencies

The post holder will be competent at level 6 of the HAQF, working towards level 7 in some areas. They have a critical understanding of the humanitarian sector and work as a practice-based profession.

They will display a range of level 6 -7 characteristics from the HAQF profiles including:

- Humanitarian commitment: takes responsibility for the application of the humanitarian standards and principles by themselves and their team in complex and unpredictable contexts;
- Context analysis and reflection: able to work under pressure in a dangerous environment; solid understanding of links between emergency and development programmes;
- Coping and safety: shows firm decision making during insecure situations based on advice by security sources and other stakeholders;
- Leadership: ability to lead a multicultural team; a range of coaching and management skills in order to facilitate the acceptance of strategic decisions and organisational goals and values;
- Collaborative relationships: engages and motivates people to work as a team or in partnership;
- Service to crisis-affected people: anticipates proactively and manages autonomously potential changes in uncertain, critical, complex humanitarian activities in order to safeguard high quality outcomes.

Humanitarian Competencies

C. Skills and Competencies cont.

Functional Competencies

A Programme Manager requires competencies in the following areas:

- Portfolio management including strategic thinking and organisational development
- Programme development including design and management
- Project management including issue and risk management, problem solving, monitoring, evaluation and report, and donor regulations and guidance
- People management
- Fundraising and resource mobilisation including proposal development
- Financial and budget management
- Stakeholder management
- Communication including representation and networking, advocacy and influencing, interpersonal and intercultural skills
- Capacity building including the ability to delivery training.

Thematic Competencies

Depending on the focus and scope of the role, the Programme Manager may be a generalist with strong functional skills but may be required to have thematic expertise particularly if they are coordinating project work in a thematic area such as Nutrition, WASH, Shelter etc.

D. Qualifications and Experience

Previous Experience

Extensive experience is required: the post frequently requires 5-7 years of professional experience. A Programme Manager must have the necessary seniority to be able to take on the responsibilities associated with the role. The balance of skills required of a programme manager often changes as the programme develops.

Qualifications

The post most often requires an academic qualification at level 7 (for example Masters) in a related field. A relevant professional qualification or membership in a specialist area is sometimes required at post-graduate level.

E. Contextual or Organisational Specific Requirements

Specific organisations or contexts might require additional competencies or experience which may include:

- *Organisation specific knowledge and experience*
- *Organisational value set*
- *Languages*
- *Country specific knowledge.*

F. Additional Skills or Requirements

Some roles may have additional skills or requirements listed which may include:

- *IT and computer skills are usually an essential requirement*
- *Ability and willingness to travel is often required depending on the geographic spread of the project*
- *Driving license may be required although less commonly.*