

JOB DESCRIPTION

Job title:	Programme Manager	Location:	North Cambodia with regular travel to Phnom Penh
Department:	Technical	Length of contract:	One year with possibility of being extended
Role type:	National	Grade:	10
Travel involved:	Up to 50% travel	Safeguarding level:	1
Reporting to:	Country Director	Direct reports:	6 Community Mobilization Officer and M&E analyst
Dotted management:	None	Indirect reports:	None

Organisational background

Established in 2003, Malaria Consortium is one of the world's leading non-profit organisations specialising in the comprehensive prevention, control and treatment of malaria and other communicable diseases among vulnerable and under privileged populations. We increasingly find our work on malaria can be effectively integrated with other similar public health interventions for greater impact and therefore expanded our remit to include child health and neglected tropical disease interventions.

We work in Africa and Asia with communities, governments, academic institutions, and local and International organisations, to ensure effective delivery of services, which are supported by strong evidence.

Our areas of expertise include:

- disease prevention, diagnosis and treatment
- disease control and elimination
- systems strengthening
- research, monitoring and evaluation leading to best practice
- behaviour change communication
- national and international advocacy and policy development

Country and project background

Malaria Consortium (MC) has been operating in Cambodia since 2009, supporting the health sector primarily in the areas of vector-borne diseases.

Since 2018, Malaria Consortium has been working under the subsequent Regional Artemisinin Resistance to Elimination programme under Global Fund continuing to support Pf malaria elimination in border areas on the Cambodia side with early diagnosis and treatment approaches. As a result, Malaria Consortium has gained invaluable experience in working with mobile and migrant populations as well as ethnic minorities and hard to reach population.

Malaria Consortium has been working with the National Center for Parasitology, Entomology and Malaria Control (CNM) in Cambodia for over a decade.

Since 2021, Malaria Consortium is supporting the Sub-Technical Working Group (S-TWG) for Breast and Cervical Cancers. Cervical cancer is the fourth most common cancer in women globally. Officially, cervical cancer affects 1,100 women in Cambodia every year. However, the absence of a national program and registry makes the data inaccurate. 2020 estimates indicate that every year 1,135 women are diagnosed with cervical cancer and 643 die from the disease. Cervical cancer ranks as the second most common cancer among women in Cambodia.

Malaria Consortium will use the knowledge and experience gained from community malaria services to remote and hard-to-reach population to develop a proof-of-concept for delivering cervical cancer services to remote and hard-to-reach communities.

Job purpose

The programme Manager will be responsible for the overall coordination of the project in Ratanakiri, Stung Treng and Oddor Meanchey Provinces. The post-holder will ensure the technical quality of activities including compliance with donor and Malaria Consortium policies. This is a critical role in ensuring the implementation of activities and accurate data and evidence is in place for preparedness, speedy response and contextually appropriate decision-making relating to cervical cancer services. The programme manager will also ensure that operational research projects are conducted in accordance with research guidelines approvals.

Scope of work

The Programme Manager will provide technical, administrative and supervision support of all operational aspects, including project management, HR, Financial Management and partnership building. The role will require supporting project and community mobilisation officers to implement activities in selected areas and as part of the research project.

Key working relationships

This role is managed by the Country Director and supervises the Community Mobilization Officers and the M&E data analyst. Internally this position has key working relationships with the Country Director and Asia Deputy Regional Director, Senior Technical Specialist, Country Finance Manager. External relationships will be with the sub-technical working group, provincial health department, health center staff, local communities, and research partners.

Key accountabilities (percent of time spent on each area)

Technical (40%)

- Provide strategic leadership and guidance to all projects operating in the 3 provinces. This includes both operational and research projects.
- Provide technical support for Quality Improvement/Assurance interventions at all levels.
- Lead monthly team meetings to review service delivery points, project activities and track progress against internal and external indicators.
- Liaise with a range of local stakeholders including Provincial Health Department, Operational District, Health center staff and local communities.
- Routinely report progress against key performance indicators, identifying bottlenecks and their solutions to technical implementation challenges.
- Ensure lessons learned and success stories are documented and shared.
- Work closely with project teams in the development of project work plans
- Ownership of the technical data and ways of obtaining the information

Representation (20%)

- Represent MC in the designated provinces on technical, programmatic and administrative issues.
- Host project visitors and study tours.
- Represent MC at central level meetings when requested by the Country Director.

Human Resource Management (20%)

- Line manages direct reports in the operational areas using performance-based management approaches.
- Build capacity of direct reports to supervise staff working in remote areas and at different sites.
- Mentor direct reports in representation and negotiating the political and donor landscape for efficient implementation.
- Act as the safeguarding focal point for the provinces in Northern Cambodia
- Work with the HR team and country management team in the recruitment of staff for the project.

Reporting (10%)

- Prepare and submit relevant programmatic reports to the monthly field and technical team meetings.
- Ensure relevant financial reports for the project are compiled, reviewed and completed and accurate reports are submitted timely to the Country Finance Manager¹.
- Work with the Senior Technical Teams to disseminate all relevant project information to the sub-technical working group.

Administrative (10%)

- Responsible for effective and coordinated management of MC resources – field offices, fleet – stock and other materials.
- Ensure adherence to Malaria Consortium finance, operations, HR and project policies and procedures in provinces. Remain up to date on the security situation in the region and ensure all staff working out of the office (including organisational and external visitors) adhere to Malaria Consortium's security regulations and follow Standard Operating Procedures.
- Support other activities as requested by Malaria Consortium

Person specification

Qualifications and experience:

Essential:

- Substantial experience of project/ programme management in the public health sector in remote and isolated areas.
- Experience working with reproductive health projects in Cambodia
- Substantial experience managing staff and networks involving volunteers.
- Experience in working with government counterparts
- Experience in capacity building/ transferring of skills
- Willing to be based in the province

Desirable:

¹ This position will be a designated budget holder for projects in the target areas.

- Master’s degree in a health-related field including Public Health, Community Health, monitoring and evaluation or an equivalent.
- Monitoring and evaluation experience
- Familiarity with the target groups in Northern Cambodia
- Project management qualification

Work-based skills

Essential:

- Excellent diplomacy and stakeholder liaison skills, and experience in working in partnerships to deliver programmes
- Strong leadership and negotiation skills
- Ability to work as part of a multidisciplinary team with national and international staff, and maintain strong working relationships with partners
- Excellent command of English and Khmer with exceptional writing and communication skills

Desirable:

- Ability to prepare and manage project budgets
- Awareness of safeguarding principles

Core competencies:
Delivering quality results
<p>LEVEL C - Supports others to achieve results</p> <ul style="list-style-type: none"> ✓ Displays a positive and enthusiastic approach and is not deterred by setbacks, finding alternative ways to reach goals or targets. ✓ Supports others to plan and deliver results ✓ Supports others to manage and cope with setbacks
Analysis and use of information
<p>LEVEL C – Works confidently with complex data to support work</p> <ul style="list-style-type: none"> ✓ Interprets complex written information ✓ Works confidently with data before making decisions: for example, interpreting trends, issues and risks ✓ Acquainted with the validity, relevance and limitations of different sources of evidence
Interpersonal and communications
<p>LEVEL D - Communicates complex technical and/or sensitive high risk information effectively</p> <ul style="list-style-type: none"> ✓ Communicates complex operational, technical and strategic issues clearly and credibly with widely varied audiences ✓ Uses varied communication to promote dialogue and shared understanding and consensus across a variety of audiences ✓ Influences internal and external audiences on specific issues ✓ Scans the internal and external environment for key information and messages to support communications strategies
Collaboration and partnering
<p>LEVEL C - Builds strong networks internally and participates actively in external networks and think tanks</p> <ul style="list-style-type: none"> ✓ Builds strong networks internally ✓ Participates actively in external networks and/or think tanks. ✓ Engages with relevant experts to gather and evaluate evidence ✓ Shares and implements good practice with internal and external peers
Leading and motivating people
<p>LEVEL C - Effectively leads and motivates others or direct reports.</p> <ul style="list-style-type: none"> ✓ Gives regular, timely and appropriate feedback, ✓ Acknowledges good performance and deals with issues concerning poor performance

- ✓ Carries out staff assessment and development activities conscientiously and effectively
- ✓ Develops the skills and competences of others through the development and application of skills
- ✓ Coaches and supports team members when they have difficulties

Flexibility/ adaptability

LEVEL D- Clarifies priorities and ensures learning from experience

- ✓ Clarifies priorities when leading change
- ✓ Sees and shows others the benefits of strategic change.
- ✓ Helps colleagues/ team members to practise stress management through prioritisation of workloads and modelling of appropriate self-management and care
- ✓ Makes time to learn from experience and feedback, and apply the lessons to new situations

Living the values

LEVEL D - Supports others to live Malaria Consortium's values

- ✓ Champions and takes ownership of corporate decisions, values and standards and ensures team members implement them in a positive manner
- ✓ Acts as role model internally and externally in promoting Malaria Consortium's values
- ✓ Is accountable for ensuring that cultural awareness is demonstrated across the area (s) they manage

Strategic planning and thinking and sector awareness

LEVEL C - Keeps up to date with the internal and external environment

- ✓ Takes into account economic, political and other business factors when drawing up medium and long-term plans, covering both public and private sectors
- ✓ Looks beyond the immediate operations to prospects for new business
- ✓ Engages with appropriate internal and external sources to establish major influences on future plans