



Position	Program Senior Manager – Pacific Region		<i>Page 1 of 3</i>
Department	Location	Travel	
Program	Wahroonga NSW	up to 100 days	
Reporting to	Supervises	Engagement	
Director Programs	Program Managers/Officers	Full Time	
Approving Committee	Remuneration	Revision Date	
ExCom		Oct 2018	
Committees	ProCom		

Employee Description

Name	Start Date	Color Code Profile	Gallup Strengths Profile
Birth Date	Education		

Job Description

Summary Description

The role of the Program Senior Manager – Pacific Region, is to

- Provide strategic leadership for ADRA Australia’s programs in the Pacific in alignment with ADRA International’s strategic framework and inspired by ADRA’s Christian foundations of love, grace and justice.
- Build and maintain a highly capable and dedicated team of Pacific Program managers/officers who work constructively and collaboratively with each other as well as staff within ADRA Australia’s National Programs, Marketing, Finance and Corporate Services departments, OHI and Connections, while managing time and resources effectively.
- Be an influence for high quality, values based programming built on sound development and Christian principles.
- Attract appropriate financial and other support from various sources, including SDA Church institutions, departments and members, as well as the Australian Government, private institutions, and private business in order to achieve ADRA Australia’s program goals.
- Ensure ADRA Australia’s Pacific Program Partners are appropriately supported so that they are increasingly capable of implementing sound development programs that are compliant to ADRA Australia’s policies, as well as the ACFID code of conduct and relevant DFAT policies.
- Collaborate with ADRA Australia’s Humanitarian Coordinator and the SP Regional Humanitarian Coordinator in disaster preparedness as well as disaster response.

Detailed Description relative to Job’s primary “customers”

<i>Person or Group</i>	<i>Description of Service Provided</i>
Programs Director	<p>Supports the Programs Director in</p> <ul style="list-style-type: none"> • The timely development and implementation of ADRA Australia’s program strategy, plan and budget • Liaison with ADRA Australia’s primary stakeholders within the SDA Church, the Australian Government and other entities (including Church Agency Network Partners, INGOs, academic institutions, etc...) and individuals as appropriate to maximise support for ADRA’s program strategy. • Identification and management of risks associated with Programs in the Pacific. • Provision of technical information, advice and innovation relevant to ADRA Australia’s Programs. • Provision of relevant and timely report highlights (including successes and failures), with appropriate recommendations.



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- Ensuring Pacific Region ANCP AdPlans and Reports are submitted on time and to a high standard.
- Helping to align ADRA Australia’s Programs systems with ACFID standards and DFAT’s Accreditation requirements.

ProCom	Provide useful knowledge, insights and recommendations relative to both development and humanitarian programming that is representative of Pacific Programs staff and field Partners, to support ProCom decision making and help ensure enterprise risks are appropriately managed.
Program Managers/Officers	<p>Guide, support and encourage Pacific Region Program Managers/Officers to</p> <ul style="list-style-type: none"> • Set and successfully achieve their performance objectives and enjoy their personal contribution to ADRA Australia. • Provide appropriate compliance oversight, advice and capacity strengthening of their respective Partners in alignment to ACFID, DFAT and Organisational standards. • Build collaborative relationships with program Partners that are based on trust. • Manage projects under their responsibility within budgets, ensuring project risks are appropriately addressed, reporting requirements met and stakeholder interests appropriately cared for. • Operationalise a Values based approach within ADRA Australia funded projects • Maximise the benefits of LogAlto as a project management tool.
Program Partners	<p>For specific assigned Partners,</p> <ul style="list-style-type: none"> • Provide appropriate compliance oversight, advice and capacity strengthening of respective Partners in alignment to ACFID, DFAT and Organisational standards. • Build collaborative relationships with program Partners that are based on trust. • Manage Australian funded projects associated with assigned Partner within budgets, ensuring project risks are appropriately addressed, reporting requirements met and stakeholder interests appropriately cared for. • Operationalise a Values based approach within these ADRA Australia funded projects • Maximise the benefits of LogAlto as a project management tool

Performance Measures

Person or Group	Performance Objective
Programs Director	<ul style="list-style-type: none"> • Projects developed align with Program strategy • ANCP AdPlans and Reports meet requirements. • Stakeholders demonstrate strong support for ADRA Australia’s programs.
ProCom	<ul style="list-style-type: none"> • All risks are managed with minimal disruption to programs and negative impact on staff and/or ADRA Australia • Program commitments are achieved as per plans, on time and within budgets
Program Managers/Officers	<ul style="list-style-type: none"> • Country Program Managers/Officers achieve their performance objectives and demonstrate high levels of engagement and job satisfaction. • All major Australian funded projects in the Pacific Region are designed using a Values based approach and are managed on LogAlto where data input and reporting is accurate and up-to-date



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| Program
Partners | <ul style="list-style-type: none"> Partner capacity assessments demonstrate progressive improvement and issues identified are being systematically addressed. Partner satisfaction survey demonstrates strong appreciation for the support provided by ADRA Australia staff. |
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Policy Obligations

All employees of ADRA Australia are obligated to make a personal commitment to the mission and values of ADRA Australia. This is expected to reflect in their professional life and to be consistent with all expectations set out in the *ADRA Australia Code of Conduct*, *ADRA Australia Policy* and the *ADRA Employee Handbook*.

Confirmation

The following signatures confirm agreement to the roles and responsibilities outlined in this job description. It is noted that these are not intended to be an exhaustive list of all roles responsibilities for the position and that they remain subject to regular review and change in accordance with the needs of ADRA Australia.

Employee Signature

Supervisor Signature

NOTES ON THE USE OF THIS JOB DESCRIPTION AND THE PERFORMANCE MANAGEMENT PROCESS

1. Monthly Review of Role and Measurement
 - a. 10-15 minute standup meeting, or a phone/Skype call or even an email exchange.
 - b. Focus on any recent successes or challenges.
 - c. Identify any immediate actions to be taken.
2. Bi-Annual Survey of People/Groups Served
 - a. Supervisor emails, uses SurveyMonkey, or a similar tool to contact each person or group (1 representative different each quarter) served with a request to rate the person on a scale of 1-4 (1=very poor, 2=inadequate, 3=adequate, 4=excellent) on how well they feel the described service has been provided over the previous 3 months and to explain why they gave the rating they have chosen.
 - b. Employee completes a self-assessment for each person or group served.
 - c. Discussion should focus on any gaps between the self-assessment and the external feedback.
 - d. Celebrate excellence and discuss how to address inadequate or poor service.
 - e. Any training, coaching, mentoring or other action required should be discussed and recorded for follow-up during monthly sessions.
3. Address Significant Issues and Concerns as they Arise
 - a. Identify any performance issues – these may be raised by the employee or the supervisor.
 - b. Agree on appropriate and cost-effective mentoring, coaching, training, or self-study actions to address performance issues.
 - c. If issues remain unresolved consider carefully whether the role in question is appropriate to the individual's strengths and personality.