

Job Description

Head of Programmes

Duty Station: Phnom Penh, Cambodia with regular trips within Cambodia

Position Summary

The Head of Programmes (HoP), as a member of Senior Management Team (SMT), provides strategic leadership across the country program being primarily responsible for high-quality program development and implementation, while making sure that programs align with PIN strategy. S/he ensures programs are based on a strong understanding of the context, utilize evidence-based approaches, and supports innovations to achieve positive impact.

The Head of Programmes (HoP) supervises all programmes (development and emergency), with the specific responsibility for the timely and efficient programme implementation, and most importantly the quality of projects and programmes in terms of their impact. By supervising the implementation of results-based M&E systems, the Head of Programmes also guides the programme strategy and development of future programmes.

Together with the Country Director, HoP represents PIN to donors and partners, ensuring that PIN is recognised for its field experience. Furthermore, HoP engages in medium and long-term planning and strategy activities; including concept and program development and fundraising activities which align with Country Program strategy and donor objectives. Ensures continuous quality improvement of programmes and contributes to a positive working environment for its staff.

Reporting Relations & Interdependencies with Other Functions

HoP manages senior program team, including Monitoring, Evaluation, Accountability and Learning (MEAL) Department and technical experts, and reports to Country Director.

HoP is part of the senior country management body – Country Management Team (CMT) together with Country Director and other relevant senior managers to follow, discuss and decide on the main PIN Country Program directions in the country.

S/he is in touch with management counterparts at HQ/regional level (deputy regional director, programme manager, regional MEAL advisor) and Knowledge and Learning Department (KLD) technical advisors (TAs), Institutional Fundraising Unit (IFU) among others.

Duties & Responsibilities

Senior Management

- Support the development of an organizational culture that reflects PIN's values, promotes accountability and high performance, and encourages a team culture of learning, creativity, and innovation;
- Lead the programme side of the development and humanitarian activities/interventions and roll-out of the Country Strategic Plan;

- Ensure that the overall programme is designed, managed and implemented in conformity to PIN's policies, strategy and guidelines;
- Participate in strategic discussions and decision-making together with other CMT members to contribute to the management and development of the Country Programme and assist Country Director;
- Maintains relationships with local partners and stakeholders directly involved in the projects, including local authorities.

Funding and grants development

- In coordination with CD, take an active role in the preparation and implementation of the CP's fundraising strategy and donor engagement plans, ensuring their alignment with the overall CP strategy
- Together with CD, identifies new in-country opportunities while making sure engagement in the new program, sector or region is based on thorough assessment of our added value
- Analyses potential funding opportunities, actively participates in move/no move and go/no go decisions.
- Ensures a high-quality proposal development process, in accordance with PIN standards, including identifying the proposal development lead or takes a lead, and/or requesting support from the IFU. Ensures that each new project design is grounded in a comprehensive needs assessment and stakeholder analysis, aligned with the Country Program strategy, and prioritizes mainstreaming all pertinent cross-cutting topics.
- Ensures lessons learned from previous projects are incorporated into new projects designs
- Any new project design reflects global standards in the respective sector/thematic area (e.g. Sphere, CHS, cluster standards, other technical standards...)

Program team management

- Ensure effective operational management of PIN's programmes through line management of Project/Programme Managers and MEAL Unit;
- Ensure cross-cutting themes are mainstreamed, and the programmes strategic plans are followed;
- Ensure timely and high-quality reporting to donors and HQ;
- Undertake monitoring visits to programme areas and provide feedback to managers and staff;
- Ensure financial management is understood and followed by PMs and programme spending is supervised through programme review meetings and approvals in ELO;
- Track programme status through internally developed MEAL systems, through regular review meetings;
- If necessary, lead on internal and external program/project assessments and evaluations and ensure the execution of baseline, periodic, and final evaluations as necessary in coordination with PMs, TAs and any other relevant staff;
- Maintain regular contact with TAs and coordinate in-country visits;
- Ensure compliance to donor policies, procedures and procurement together with Finance Manager, Logistics Manager, and HQ if relevant.

Programme Development

- Take a lead role in developing program strategies and annual plans ensuring coordination of all technical input to country strategy, proposals and reports;
- Offer critical advice on program trajectories and direction for future development in line with program strategies; review and update program strategies as necessary;

- Network among donors and key stakeholders to actively seek and influence funding opportunities, help increase the quality of proposals, understand donor priorities and ensure coordination;
- Take the lead in the development of new project proposals, ensure proposals are of a high quality, including realistic budget and resources needed, mainstream gender and other cross-cutting issues, are based on solid theory of change and lessons learnt, build evidence through sound MEAL and if possible in cooperation with research institutions.
- Ensure the design and development of development and emergency programs of a high quality that contribute to the PIN global and country strategies and plans.

Program review & reporting

- Ensures effective conduct of standardized project review processes, is responsible for implementing improvements or rectifications in case any shortcomings/gaps are identified as part of the standardized project review process.
- Ensure that [Internal Project Reports](#) (IPRs) are set up and updated for all projects on a regular basis
- [Budget oversight](#) - ensure Program Managers accurately track expenditure and effectively forecast future spending
- Ensure timely and high-quality [reporting](#), both external and internal, including archiving, (along with relevant communication with donors)
- Regularly [updates](#) the Country Director and Country Management Team on program implementation progress, suggests amendments, and identifies new needs.

Human Resources & Capacity Development

- In consultation with the CMT and HR, plan HR needs, identify capacity-building needs for programme staff, and ensure sufficient human resources for the programs to meet its objectives;
- Ensure coherent policy implementation towards recruitment, remuneration and bonuses across and for the relevant program staff at the country programme;
- Ensure that PIN retains its capacity to respond to emergencies within its programme areas and is responsible for co/managing any small-scale emergency responses within the programme areas;
- Effective use of the HR Performance Management System including the establishment of clear, measurable objectives, ongoing feedback, periodic reviews and fair and unbiased evaluations;
- Coaching, mentoring and other developmental opportunities, including participation to the development of capacity-building plans for national staff in the programme department;
- Ensure appropriate levels of technical assistance and capacity building is provided to local partners and that local IPs are involved in capacity building and trainings organized by PIN or other organizations as relevant.

Security & Risk management

- Management of project-related risks and contributing to CP's Risk Assessment Matrix;
- Abide by PIN security rules and help to facilitate smooth cooperation between programs, PIN Security Officer, and/or CD;
- Ensure compliance with all the security and safety rules and regulations set up in the SOP including channel of command during security issues.

Representation, Communications & Networking

- Ensure that PIN is well represented and visible in the donor community, among key partners, and within coordination fora, delegating as appropriate to programme staff and acting on behalf of CD in case of her/his absence;
- Help PIN maintain its position within existing sectors and with its existing strengths, especially with regard to field presence and regional expertise;
- Engage in advocacy and policy dialogues where appropriate, ensuring PIN represents the needs of its beneficiaries and based on its field experience in order to campaign for needed policies and donor commitments;
- Supervise program staff attending and participating in cluster/fora/platforms, focusing on clusters/areas where PIN has comparative advantage (strategic priority);
- Work closely with the Communications Officer and ensure high-quality communication materials/posts are published and disseminated regularly.

Documentation & Learning

- Ensure that all programmes properly retain programme learning for future projects, lessons learned are properly documented and incorporated into programming;
- Ensure that all official programme documentation is properly stored, archived and available for the future (mainly using ELO database).

And fulfils any other tasks as required.

Accountability and Safeguarding including Prevention of Sexual Exploitation, Abuse and Harassment (SEAH)

- Carry out the duties in accordance with the PIN Code of Conduct and Key policies
- Participate in training and awareness raising (CoC and KP, Safeguarding...)
- Support his/her line manager in the implementation of Safeguarding measures throughout the project cycle including risk analysis related to SEAH and Child protection at the project/program level and develop a mitigation plan accordingly.
- Ensure that her/his team members attend training and awareness sessions and carry out the duties in accordance with PIN Code of Conduct and Key policies.
- Ensure, when possible, that due diligence and/or capacity assessments of third parties include an assessment of third parties' implementation of key safeguarding and risk policies including the prevention of SEAH.
- Create and maintain a fulfilling and protective environment.

Strengthening Accountability on Community Feedback and Response Mechanism (CFRM)

- Ensure that their team reinforces CFRM in all project activities
- Ensure that their team are consistently brought CFRM promotional materials to and displayed at all project activities and events.
- Promote CFRM to beneficiaries and stakeholders during all project activities and events.
- Collect verbal feedback and complaint and confidentially handle it to CFRM Officer.
- Coordinate with Communication team to ensure CFRM contact information is included in project promotional materials.
- Participate in CFRM refresher training.

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On behalf of PIN

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