Job Specification: Programme Manager - Syria Response

Department:	Programmes
Scale:	PSM 4
Line managed by:	Country Director
Responsible for line managing:	Information Management and Systems Officer & Programme Officer
Location:	North East Syria – with frequent travel in the region

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MAG's Vision: A safe and secure future for men, women and children affected by armed violence and conflict.

MAG's Mission: MAG saves lives and builds futures by working with others to reclaim land contaminated with the debris of conflict, to reduce the daily risk of death or injury for civilians, and to create safe and secure conditions for development.

Job Purpose:

The Programme Manager will provide senior level support to the Country Director (CD) with a wide range of externally and internally facing strategic and programme management responsibilities. This will include:

- Develop effective relationships and networks with stakeholders including national and local authorities, donors, UN agencies, national partners, NGO forums, wider NGO Community and commercial operators in the region
- Responsible for representation of MAG at country level meetings across NES and Erbil with wide range of stakeholders
- Support the CD in identifying and pursuing opportunities to expand MAG programme activities in new locations within the country
- Responsible for national partners project management and implementation
- Responsible for external programme communications
- Responsible for all grant management, proposal, reports and case studies
- Responsible for information management and developing systems for the programme
- Responsible for oversight of Community Liaison activities/strategy and integration into wider programme ensuring communication transfer across the programme

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Job Description

Representation

- Assist the CD in providing effective representation to donors, local authorities, partners, NGO forums and other stakeholders relevant to MAG's Syria response to ensure that MAG's mission, values and specific project objectives are clearly understood and supported.
- Across NES, act as key focal point for MAG representation for all relevant stakeholders together with other key senior staff members.
- As a member of the Syria's Senior Management team, inform peer members of any potential problems related to external relationships and provide pro-active solutions to action.
- Develop and maintain effective working relationships with all stakeholders in the region
- Ensure all relevant parties are kept informed of MAG activities as appropriate

Business Development

- Proactively identify and pursue new opportunities to maximize MAG's impact in the region and ensure continuity and stability.
- Support the CD in identifying and pursuing opportunities to expand MAG programme activities in new locations

- Support the CD in identifying and pursuing opportunities to improve the quality of MAG programming in areas of operation.
- Assist the CD with detailed stakeholder mapping and analysis for Syria response as well as the region to support business development
- Responsible for development of high quality proposals and reports in support of business development

Partnerships

- In coordination with relevant colleagues, coordinate, maintain and manage effective relationships with national partners
- In coordination with relevant colleagues oversee and manage the project implementation of national partners –
- Manage MAG's partnerships strategy and ensure it is integrated within the programme and in the implementation of the annual business plan
- Ensure coordination with programme and finance staff in the supervision, evaluation and monitoring of partnership projects and sub-grants
- Negotiate and implement MoUs with partners as required, and prepare technical agreements per project / grant

Contract Management & Reporting

- Ensure that robust information management, data collection and reporting systems are in place.
- Oversee and coordinate the production of high quality proposals, reports and case studies related to the programme.
- Ensure that all activities are implemented in line with donor requirements and in accordance with MAG, country and international standards, rules and regulations.

Management and Training

- Supervise the day-to-day work of team members, ensuring that all deadlines are met and that work is of a suitable quality.
- Supervise and line-manage MAG staff in line with HR policies and procedures
- Plan and deliver capacity building opportunities for team members.

All International staff are expected to undertake the following general duties:

- Work within the framework of MAG's core values, promoting its ethos and mission statement.
- Work towards achieving programme and/or department business plan objectives
- Ensure familiarity with and adhere to all MAG policies and procedures and keep informed of MAG activities
- Undertake and apply learning from appropriate training and development programmes.
- Undertake role in developing countries and areas in conflict where standards of living may be basic.
- Undertake the role in a manner appropriate to the cultural context and within the local legal framework.

This is a non contractual document that can be varied from time to time as circumstances dictate. This job description is intended to summarize the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All MAG staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

Some Job Descriptions may be supplemented by specific Terms of Reference.

Person Specification

Essential Experience

- Experience of working overseas on development/humanitarian projects

- Experience of developing and supporting projects including implementation, management, monitoring and evaluation and contract compliance
- Proven expertise in the development of new business, including proposals development, networking and contract negotiations
- Experience of having developed successful relationships and negotiated with donors, government bodies, other NGOs and local partners
- Experience of producing high quality donor reports and proposals

Essential Skills and Knowledge

- Excellent communication and interpersonal skills, with the ability to establish effective working relationships at all levels internally and externally
- Strong writing skills to be able to write proposals, budgets and reports etc
- Strong representation, communication and negotiation skills
- Excellent organisational skills with the ability to coordinate multiple activities sometimes with conflicting deadlines
- Proven ability to motivate and develop a team
- Effective financial management skills

Essential Aptitude

- Proactive, flexible and positive approach to work with the ability to find creative solutions to challenges
- Determined and committed to high quality standards
- Excellent communication and interpersonal skills with the ability to establish effective working relationships at all levels internally and externally
- Ability to meet deadlines and work calmly under pressure and manage own stress
- Ability to represent and promote MAG
- Ability and willingness to work with uncertainly and demonstrate good judgment
- Self-motivated, flexible and enthusiastic approach to work
- Ability to work independently and operate alone
- Ability and willingness to live and work in a potentially insecure and politically sensitive environment requiring diplomacy
- Able to undertake frequent travel within the region

Desirable

- Experience of working in a humanitarian emergency response situation
- Experience in Humanitarian Mine Action
- Arabic language skills
- Experience of MAG systems and procedures

Signed employee:	**Date:**
Signed manager:	**Date:**

March 2019