

Preliminary Job Information

Job Title	COMMUNITY PROGRAMME MANAGER
Country & Base of posting	JORDAN/ AMMAN
Reports to	DEPUTY HEAD OF MISSION
Creation/Replacement	Replacement
Duration of Handover	2 weeks
Duration of Mission	6 months

General Information on the Mission
Context

Première Urgence Internationale (PUI) is a non-governmental, non-profit, non-political and non-religious international aid organization. Our teams are committed to supporting civilians' victims of marginalization and exclusion, or hit by natural disasters, wars and economic collapses, by answering their fundamental needs. Our aim is to provide emergency relief to uprooted people in order to help them recover their dignity and regain self-sufficiency. The association leads in average 190 projects by year in the following sectors of intervention: food security, health, nutrition, construction and rehabilitation of infrastructures, water, sanitation, hygiene and economic recovery. PUI is providing assistance to around 5 million people in 20 countries – in Africa, Asia, Middle East, Eastern Europe and France.

As of October 2017, Jordan is the country hosting the third largest number of Syrian refugees with more than 654,000 registered with UNHCR. In Jordan, the first response to the needs of the refugees was carried out by the host communities alongside Jordan civil society and charity organizations. However, the constant influx of people put significant strains on the already weak economic situation of the Jordanian population in the areas of refuge, with around 79% of the refugees living outside of camps.

Refugees struggle to meet their basic needs, relying on dwindling savings, growing loans, humanitarian assistance and resorting to negative coping mechanisms. 2/3 of the Syrian refugees live below the poverty line, with rent being their major expenditure.

Addressing fundamental needs of the most vulnerable refugees and restoring dignity is a priority to be achieved through improved access to health for most vulnerable groups, psycho-social support for the most affected population, proposing alternative education for children out of school, improve living conditions for households in substandard shelters and supporting access to legal documentation (and thus to services).

With the conflict in Syria being nowhere near a political solution, refugees and host communities will continue to co-exist and while

tensions are rising in the communities, it is paramount to empower the communities to bounce back ensuring i) social cohesion, ii)

development of sustainable economic opportunities and iii) support to public services.

PUI's strategy/position in the country

Since 2013, PUI has been responding to the needs of most vulnerable populations affected by the Syria crisis in host communities.

Through a community-based approach, the objectives of PUI in Jordan are the following:

- Provide emergency/life-saving cash assistance to most vulnerable population to meet their basic needs
- Improve access to services for most vulnerable populations in host communities
- Support initiatives at community level to ensure social cohesion and economic empowerment opportunities for most vulnerable populations.

The three pillars of PUI's Community Programme that encourage social change include a) **Knowledge and awareness raising** of women, girls, boys, men and community leaders related to health, importance of education, prevention of early marriage and child labour/abuse, rights and promotion of services uptake, b) **provision of services (informal education, PSS counseling, life-skills activities, health promotion and postnatal visits, case management including referral and follow-up)** and alleviating measures such as **cash transfers** for reproductive health or education c) strengthen the capacities of **community and local actors**.

Configuration of the Mission

BUDGET FORECAST 2018	3 M EUROS
BASES	AMMAN
NUMBER OF EXPATRIATES	7 (Head of mission, Deputy HoM, Admin/finance/Logs Coordinator, Head of Programmes, Protection Advisor, Meal Advisor, Programme
NUMBER OF NATIONAL STAFF	49
NUMBER OF CURRENT GRANTS	2
MAIN PARTNERS	ECHO, AFD
ACTIVITY SECTORS	Basic Needs, Protection, Health, Education

Job Description

Overall objective

PUI Jordan is launching the second phase of an AFD-funded Community Programme in November 2017 that is now fully operational. PUI is looking to find a replacement for the Programme Manager, with a starting date early November 2017. Under the supervision of the Head of Programmes, the Community Programme Manager will be responsible for the successful implementation of the AFD-funded Jordan Community Programme aimed at improving access to health, education and psychosocial services for vulnerable refugee and host community populations in Amman and Zarqa. He/she ensures achievement of set objectives, respect of quality standards, and efficient mobilization of resources (HR, logs and financial). She/he coordinates closely with the two Project Officers and two CBO partners to provide leadership to the joint implementation while addressing any challenges that might arise, with a results-oriented and collaborative approach. The main objective of the PM will be to ensure appropriate training for the handover to a national PM after 6 months.

Tasks and responsibilities

1. **Programme Management:** She/he ensures that activities are in line with PUI policy and supports the Project Officers to ensure implementation is on track, of a high quality, making recommendations and supporting the programme team to improve. She/he makes sure the work plan is respected and the programme is on track. She/he monitors programme progress, including the qualitative and quantitative aspects; and enforces application of policies, standards & codes of conduct.
2. **Communication, coordination and external representation:** Upon request from his/her supervisor, he/she represents PUI to partners and other stakeholders, including sectoral working groups for programmatic related issues. She/he ensures efficient coordination with other INGOs and local organizations by her/his staff in view of developing a good mapping of service providers and efficient referrals. She/he contributes to any internal or external reporting required and to any communication initiative related to the programme.
3. **Human Resources and Training:** She/he directly supervises and leads the Project Officers dedicated to the programme. She/he drives the recruitment of required staff and provides capacity building support to the project team as appropriate. She/he supervises training activities on the basis of identified needs.
4. **Logistics and Finance:** She/he coordinates with the Logs and Admin/Finance team to mobilize effectively the resources allocated to the programme supervised, including forecasting any adjustments needed, taking into consideration determined budget and compliance with logistics and administrative procedures. She/He is responsible for the activity lines of her/his programme budget and for following-up on the expenditures while providing monthly budget forecast.
5. **Safety and Security:** She/he contributes to compliance with safety rules within the mission, especially by the programme team under her/his management and communicates any security/safety-related information to the Coordination Team.

Specific objectives and linked activities

1. PROGRAMME MANAGEMENT

She/he is responsible for overseeing implementation of the programme defined as per the AFD grant including the operation of the community centers, the supervision of tools to implement properly the programme and the respect of determined guidelines and standards. She/he drives the implementation of the planned activities and supervises the micro-planning processes of her/his staff, including by organizing monthly meetings with the entire team and bi weekly meetings with the two project officers.

She/he provides support to the programme team by responding to programmatic questions, analysing strategy and identifying solutions to problems, facilitating coordination between teams for learning opportunities.

She/He maintains a continuous monitoring of the activities implemented (qualitative and quantitative) and guides staff in making adjustments as necessary to ensure the quality of the programme. Based on the ongoing monitoring of the project activities, she/he ensures that lessons learnt and success stories from the project are effectively documented and shared.

She/he ensures that the programme monitoring tool is analyzed and shared on a monthly basis. He/she uses this analysis to inform planning and set objectives with the project officers and the team

She/He supervises the mapping of operational agencies in the areas of interventions to ensure it is up to date and that referral mechanisms are strengthened with case-specific referral pathways established

She/he is responsible for maintaining an efficient collaboration with the two CBO partners based on regular coordination, capacity building, and leadership; making sure decisions are well captured and minutes of meetings are filled. She/He ensures the Memorandum of Understanding developed and signed with CBO partners is properly implemented and deals with any challenge that might arise to provide the most appropriate solution.

She/He ensures donor guidelines and procedures regarding reporting, procurement, etc. are known and respected by all project staff.

She/He maintains a good understanding of the context, the stakeholders, and the needs of most vulnerable populations to ensure the continued relevance of the action and suggesting changes to coordination for feedback and validation. She/he participates in proposal development and contributes to country strategy development.

2. COMMUNICATION, COORDINATION AND EXTERNAL REPRESENTATION

She/he provides regular updates to the Deputy Head of Mission on the programme progresses and contributes to preparing regular reports (internal and external) on program activities, including the Project Monitoring Tool (PMT), the interim AFD reports, the JORISS and JHCO reports as well as monthly reporting on Activity Info, and all monitoring reports as set in sources of verification in log-frame. She/he alerts her/his supervisor of any challenges encountered.

She/he makes sure about the visibility of the donor and PUI and takes part in any communication initiative related to the programme, including by fostering regular collection of testimonies and pictures by the programme team.

She/he oversees project staff coordination with external stakeholders (INGOs, NGOs, CBOs, etc.) operating in the same areas or within the same sector to ensure an effective coordination, avoid overlaps, and set up referral pathways as needed. As necessary, she/he represents PUI to local actors (mainly UN and NGOs) involved in implementing programs and ensures good relationships are maintained with each of them in conjunction with the Deputy Head of Mission.

She/he participates to the Inter-Agency Working Groups relative to her/his field of intervention at national and/or local level; and contributes to the elaboration of common tools and guidelines.

In the event of a donor field visit, he/she plays an active role in preparing and managing the visit.

3. HUMAN RESOURCES AND TRAINING

She/he has direct line management to the two Project Officers, each of whom supervises PUI staff and activities in their respective location (Amman and Zarqa).

She/he may participate as needed in the different phases of the programme staff identification and management (recruitment, setting objectives, support and performance review)

She/he provides leadership and guidance to the team, ensuring smooth communication, implementation of required management tools, and maintenance of clear coordination/reporting mechanisms. She/he ensures the provision of organizational, methodological, and technical support, organizing training, etc. to the team as needed.

She/he monitors performance of the team and makes recommendations for adjustments or measures to be taken, as required.

4. LOGISTICS AND FINANCE

She/He updates the programme financial forecast on a monthly basis to accurately account for cash needs aligned to activity planning.

She/He is responsible for the budget lines under his/her management and the sound use of those resources, including the proper utilization of funds allocated to the activities as per donors' guidelines.

She/He coordinates with the logistics department to ensure the procurement of the equipment and materials required for the programme on a timely manner and in compliance with donors and PUI rules and regulations.

She/He liaises with the CBO partners for the proper management of the budget allocated to them and the respect of established procedures as per the Memorandum of Understanding signed.

5. SAFETY AND SECURITY

She/he ensures the safety rules are respected by the program staff and that any incident is immediately reported. She/he ensures the security communication tree is known, understood and properly followed in case of need.

She/he contributes to gathering information relating to safety in his/her area of operation and shares with the Deputy Head of Mission

Focus on 5 priority activities related to the context of the mission :

1. **To provide a supportive supervisory environment for project staff**, by supervising the Project Officers, being available for the other project staff, and working closely with CBO Partner staff on project management issues.
2. **To follow the implementation of project activities according to planning and the grant agreement**, with a focus on reaching expected targets/results while applying appropriate quality standards.
3. **To oversee constructive coordination and regular communication with the CBO partners** for the smooth implementation of the program in respect of the Memorandum of Understanding, the work plan and set objectives.
4. **To closely supervise the management of monitoring and data management systems** in place for all activities
5. **To ensure accountability systems are implemented and humanitarian principles are respected** in all program teams, including PUI PSEA, anti-corruption and anti-fraud policies.

Team management

Direct Management: 2 PUI Project Officers

Indirect Responsibility: PUI Staff - 4x Social Workers, 2x PSS Counselors, 1x Community Health Facilitators; CBO Staff - 4x Assistant

Social Workers, 2x Teachers, 2x Bus Drivers, 14x Community Volunteers, 2*Assistant PSS, 2* Teacher Assistants

Required Profile

Required knowledge and skills

	REQUI	DESIRA
TRAINING	Relevant university qualification in humanitarian studies, project management or social sciences.	Project management Technical training in health,
PROFESSIONAL EXPERIENCE Humanitarian International Technical	Min. 3 years as a manager of humanitarian projects with at least 2 years in education or health programmes Strong experience in community based activities and protection mainstreaming Knowledge of multi-sectoral and holistic approaches Successful experience in team management Experience in dealing with various type of stakeholders (CBOs, UN agencies, INGOs, LNGOs, authorities)	Experience in the response to the Syria crisis Experience in /Protection program development Strong ability to train and support his/her teams

KNOWLEDGE AND SKILLS	Demonstrating good knowledge of UN and NGO mandates and programs in the humanitarian responses, refugees, post conflict construction and development/resilience Excellent planning and organizational skills Excellent writing skills Very good Knowledge of project management Excellent and proven ability to provide capacity building support to teams	Experience working with CSO
LANGUAGES French English	Excellent command in writing and editing documents in English and French	Proficiency in Arabic is desirable but not required
SOFTWARE Pack Office	Good computer skills to operate Microsoft Word, Excel, PowerPoint,	
Required Personal Characteristics (fitting into the team, suitability for the job and		
<p>Professional attitude and the ability to build successful working relationships with contacts outside of the projects, including excellent diplomacy skills with the ability to influence and negotiate.</p> <p>Demonstrate a real commitment to humanitarian work and a thorough understanding of community-based issues in Jordan, including the need for protection mainstreaming.</p> <p>Outstanding communication and presentation skills with the ability to articulate an idea and to structure instructions clearly and concisely both orally and in writing.</p> <p>Strong organizational skills with the ability to manage priorities, take initiatives and work without constant supervision.</p> <p>A high sense of discretion and integrity when dealing with sensitive protection information and personal data. Ability to work under pressure and handle stressful situations.</p> <p>Self-motivated, flexible and adaptable to the needs of the team and organization</p> <p>Strong commitment to support/develop capacity of national staff and developing second layer of leadership</p> <p>Management ability and inter-personal skills with problem solving and leadership skills</p> <p>Regular field visits to implemented activities are compulsory.</p> <p>Flexibility in working hours</p> <p>Will to train and support National staff and partners</p> <p>Driving license mandatory.</p>		

Conditions	
Status	EMPLOYED with a Fixed-Term Contract
Salary package	

MONTHLY GROSS INCOME : from 1 870 up to 2 200 Euros depending on the experience in International Solidarity + 50 Euros per semester seniority with PUI

Cost covered

COST COVERED: Round-trip transportation to and from home / mission, visas, vaccines...

INSURANCE including medical coverage and complementary healthcare, 24/24 assistance and repatriation

HOUSING in collective accommodation

DAILY LIVING EXPENSES Per diem

BREAK POLICY : 5 working days at 3 and 9 months – for missions longer to 5 months

