Programme and Compliance Manager – Multi-hazard preparedness and resilience programme in Madagascar (FCDO-funded)

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| **Job Level** | Level 6 | **Job Reference No:** |  |
| **Role review date:** |  |
| **Directorate** | International | **Function** | Programmes & Partnerships |
| **Service** | N/A | **Reports to:** | IFRC Indian Ocean Islands Cluster Delegation Operations Coordinator  *(technical reporting line to Senior DMC for Africa, BRC)* |

Scale and scope of role

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| **Direct reports** | Up to 3 staffs | **Indirect reports** | Up to 5 |
| **Budget responsibility/**  **accountability** | 7,5 million GBP over 3 years (2,5 million GBP each year) | **Accountable for other resources** |  |

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its [fundamental principles](http://www.redcross.org.uk/principles): humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want out team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The Programme Manager role for the FCDO funded multi-hazard preparedness and resilience programme in Madagascar will be responsible for the oversight and management of the £7.5 million, 3-year programme. This role will be fully embedded within the IFRC, based in the Indian Ocean Islands cluster office in Antananarivo, working closely with the IFRC team who are the lead organisation, the Malagasy Red Cross Society (MRCS) who are the main implementing organisation, and British Red Cross (BRC) who are the grant holders and will coordinate FCDO grant compliance.

The position is responsible for ensuring the FCDO-funded programme is successfully implemented and reported on in partnership with the programme stakeholders. They will ensure compliance with all BRC and FCDO requirements including financial management and reporting, where applicable. They will also support, and where necessary, train and mentor fellow programme staff in aspects of effective programme management.

The role will have decision making responsibility and line management responsibilities, overseeing the work of the programme support team, technical support team, and the partners technical assistance team, as well as a direct line of communication with the MRCS programme manager. The role will be line managed by the IFRC operations coordinator. The role will line manage the Finance, Compliance and Risk Manager who is also being hired specifically for this programme, under the same management structure. Critically, the role will be leading the Programme Support Platform, the body which will provide MRCS with the support and guidance needed to implement the programme to a high standard. Although the role will be embedded within IFRC, they will have a direct communication line with BRC in order to maintain a high level of insight and technical input from BRC into the programme, with the capacity to raise and address any challenges at the earliest opportunity.

The role will be supported by the IFRC programme team as well as the BRC team, including from an FCDO grant manager, technical advisors and finance staff to ensure that support is provided throughout.

Key responsibilities

Programme Management

* In accordance with delegated budget and operations management authority, take responsibility for IFRC/RCRC Movement for the decision-making on, and efficient and effective management of the FCDO-funded programme in Madagascar and related budgets in close collaboration with Malagasy Red Cross Society (MRCS).
* Work bilaterally with MRCS to develop detailed programme designs and support the ongoing implementation of the work, holding joint responsibility for effective implementation and programme success.
* Ensure appropriate management systems are in place regarding all activities in the programme, including but not limited to monitoring (seeking to ensure compliance with internationally recognised standards), security and health and safety, HR, value for money, and accountability.
* Complete regular monitoring and support visits to activities, working closely with MRCS and all RCRC partners to ensure the on-going relevance of programme direction and support.
* Manage and coordinate regular reporting for FCDO as required in collaboration with the programme team, including updating the MEAL framework. Co-host regular update meetings with MRCS and FCDO on programme progress, ensuring that MRCS maintains frequent engagement and involvement.
* Regarding programme compliance, this position will take responsibility for meeting contractual obligations, producing deliverables and targets, and achieving activity results.
* In partnership with audit and finance colleagues, this position will lead programme audits (internal and external) on the FCDO funded programme, ensuring that they are arranged and carried out in line with the donor contractual and organisational requirements.
* Liaise with and ensure timely instructions and adequate information are supplied to BRC support teams (grant management, FCDO team, MEAL/CEA, NSD etc.) in order to meet the needs of this programme.
* To support recruitment of staff working on the programme as needed and ensure ongoing staff development.
* Provide regular updates to BRC regional team on programme progress, challenges and areas that may require additional support.
* To maintain oversight of the financial management of the programme which will be led by the Finance Manager.

Risk and Compliance Management

* Line manage the finance, compliance, and risk manager to ensure a holistic approach to programme management, supporting this role in their position and maintaining senior level ownership of risk and compliance aspects.
* Work closely with the Field Coordinators to ensure finance and asset monitoring, including spot checks and visits across different programme locations in Madagascar.
* Manage and own the specific risks related to the FCDO programme within the Country Risk Register ensuring buy-in from relevant internal and external stakeholders.
* Work closely with IFRC and MRCS risk management team to ensure risk policies and processes are followed related to the FCDO programme.
* Escalate risks that require senior management awareness, guidance or action (to IFRC Head of Cluster and BRC Senior DMC).
* Ensure that serious incidents are handled appropriately and reported internally and, in consultation with the BRC FCDO Partnership Team to FCDO, particularly incidents that relate to safeguarding and aid diversion.
* With support from the finance manager this position will manage internal and external stakeholders to ensure that IFRC and MRCS teams are meeting obligations within FCDO agreements, minimise programme risks and develop solutions to deliver on donor requirements within partner reporting solutions, procedures and capacity.
* Work in close collaboration with BRC FCDO Partnership team in UK.

Management of internal and external relationships and partnerships

* Support the BRC FCDO Partnership team to update FCDO on activity implementation and management matters.
* In line with the NSD component of the programme, identify and advise improvements in MRCS systems, processes and procedures to eventually support eligibility for direct implementation of institutional funding opportunities.
* Host visitors, donors, & delegations when required, especially FCDO field visits and high-level visits jointly with the IFRC Indian Ocean Islands Cluster Delegation (HoD and Ops Coordinator).
* Build and manage strong relationships with a wide variety of stakeholders, including Movement actors, NGO actors, community leaders, other donors and funders, and other implementers, including FCDO implementing partners to ensure effective alignment, coordination, and collaboration in areas of common interest or work.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role

**Leadership Behaviours**

* Authentic, consistent and honest leader.
* Actively listens and allows others to be heard.
* Adaptable to changing needs, pressures and opportunities
* Empowers others based on their skills and expertise.
* Dynamic, inclusive, compassionate and courageous.

**Team Leader**

* All team members understand their responsibilities and objectives.
* All resources involving staff are managed in accordance with BRC policies and procedures.
* All staff are kept informed of all relevant organisational plans and updates on development.
* Team ideas and comments are communicated and forwarded appropriately.

**Team Member**

* Actively participates in all team meetings.
* Supports other team members
* Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
* Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society’s values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

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| England and Wales – Disclosure and Barring Service (DBS) |
| * None |
| Scotland |
| * None |
| Northern Ireland |
| * None |

Drivers Check - Required – No

International roles only

If you have been living outside of the UK we will request international police checks in lieu of a UK criminal record check.

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| International Police Check | **Yes** |
| International Driving License for manual cars | **Yes** |

Person Specification

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| **Requirements** | Evidence obtained through Shortlisting (S), Interview (I), Assessment (A) | | | | | |
| **Knowledge and Skills** | **S** | | **I** | | **A** |
| **Essential**   * Excellent knowledge of programme management standards (S) * Excellent knowledge of grant management controls and processes, especially related to FCDO or other large institutional donors. (S) * Excellent knowledge and understanding of the international humanitarian system. (S) * Fluent in French for professional use (reading, writing and speaking) (A) * Excellent programme management skills, with a particular focus on coordination, organisation, and planning across multiple areas. (I) * Analysis, decision-making and problem-solving skills, using innovation and creative thinking, and being accountable for decisions. (I) * Strong analytical skills in multi-sectoral assessments, response option analysis and project design. (I) * **Strong knowledge on risk management and compliance to institutional donors.** * Strong skills in diplomacy, negotiation, influencing and advocacy, and political and cultural sensitivity. (I) * Excellent English written and verbal communication. (S) * Excellent team-working skills (I) * Familiarity with MS Office Suite (S)   **Desirable**   * Knowledge and experience working within the Red Cross/Crescent Movement is desirable. * Strong understanding of localisation principles. * Knowledge of Madagascar context and humanitarian landscape * Familiarity with dashboards * Knowledge of Malagasy | **X**  **X**  **X** | | **X**  **X**  **X**  **X**  **X**  **X** | | **X**  **X**  **X** |
| **Experience** | **S** | | **I** | | **A** |
| **Essential**   * More than 7 years’ experience in managing large programmes in fragile or conflict settings. * Strong international experience * Demonstrated decision making and risk management capabilities on significant institutional compliance issues for high value programmes of at least £5-10m. * Experience of leading audit and due diligence processes and implementation of subsequent recommendations. * Experience in managing multiple and sometimes competing donor interests and demands. * Experience in developing large donor reports. * Experience of motivating, leading, and working collaboratively through others to achieve operational objectives. * Experience in managing teams. * Experience of providing tactical direction and analysis. Turning strategy into delivery.   **Desirable**   * Experience managing UK government funded projects. * Demonstratable experience in Security Management (for individuals & team) * Experience with media, comms and/or donor engagement. | X  X  X  X  X  X  X | | X  X | |  |
| **Additional requirements** | | | | | |
| **Essential**   * Ensures inclusive practice, challenges discrimination and promotes diversity in line with our [Equality, Diversity and Inclusion (EDI) policy](https://www.redcross.org.uk/about-us/how-we-are-run/our-policies/equality-and-diversity-policy). * Champions localisation and principled humanitarian action * Is a leader of high integrity * Promotes a positive working culture, collegial environment, and prioritises well-being. * Willing and able to travel internally within Madagascar potentially at short notice. * Able to travel regularly and operate in a physically demanding working environment * Willingness to work out of office hours when necessary * Upholds the fundamental principles and acts with integrity, in accordance with the Society’s values (inclusive, compassionate, courageous, and dynamic). * Ensures inclusive practice and promotes diversity |  | | X  X  X  X  X  X  X  X | |  |
| **Values in Action** | | | | | |
| **Dynamic**   * We move forward as one team. * Every day, we’re adapting, innovating and learning. * When the unexpected happens, we are calm, quick and efficient. * We respond smartly, using clear processes and systems.   **Compassionate**   * We stand for kindness. * People come first, no matter who or where they are. * We have genuine, open-minded conversations. * Together, we’re a united force for good.   **Inclusive**   * We are open to all. * We treat each other with dignity and respect. * Every person’s uniqueness is valued, supported and celebrated. * Our individual backgrounds and experiences make our organisation stronger.   **Courageous**   * We are bold. * We show our strength by doing the right thing. * We aren’t scared to test our creative ideas. * As humanitarians, we go the extra mile to help people in crisis | |  | |  | |

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.