TERMS OF REFERENCE
Programme Section Head (PSH)

Timeframe of Assignment: Full Time - 12 Months Contract (renewable) Location:
Amman, with travel in regional cities
Supervision: Management Unit, Chief Operations Officer (COO)

Under the direct supervision of the Chief of Operations (COO), the PSH is responsible for providing operational and administrative leadership across the technical programme of the Management Unit (MU) of the Syria Recovery Trust Fund (SRTF) incl. inter alia the Recovery Programme, Procurement, Monitoring & Evaluation (M&E) sections, stakeholder networking, and organisational management of the day-to-day operations.

The PSH position is a performance focused assignment for a team leader and the functions and responsibilities comprise but are not limited to the following:

1.1 Programme Management

- Provide direction in the organisational structure of the “recovery” programme to achieve a results-based operation and timely delivery of assigned tasks;
- Promote effective management, coordination, good communication, and guidance so that best practices in staff engagement are achieved at all stages of the project cycle;
- Set the criteria for project identification, planning, implementation methodology, monitoring & evaluation, reporting, and ensure that they are applied in all projects;
- Collaborate with the Programme’s technical staff, Projects’ Managers (PMs), and contribute to the preparation of Project Concept Notes (PCN) and Project Concept Proposals (PCP) in consultation with Implementing Entities (IEs) and project stakeholders;
- Support PMs on project concept assessment, IEs capacity appraisal, and situation analysis which have direct impact on project viability;
- Oversee efforts and contributions of the PMs in the preparation of the Project Evaluation Score Card (PESC), and coordinate the timely preparation of PCNs and/or PCPs for submission, discussion and approval by the COO and the DG;
- Provide necessary guidance & support to IEs, through the assigned PM, in the collection & elaboration of necessary data/information for project proposal preparation;
- Provide guidance on good environmental practices and mitigation measures on the environmental impact during the implementation stage of the project;
- Select and assign competent Field Coordination Officer(s) for project implementation and monitoring;
- Keep the COO fully informed of all significant activities and issues related to the technical sectors performance, field implementation and project inputs delivery.

1.2 Administrative Management

- Identify critical capacity requirements of the workforce in the technical sectors and recommend to the COO the necessary steps addressing the needs and strengthening of the Recovery Programme team in order to achieve the set objectives;
- Ensure application of guidelines and procedures by the programme team with regards to the operations & procurement manual;
- Prepare & manage all Recovery Programme project closures for review and endorsement by the COO, prior to the DG’s subsequent submission to the MC for approval, as stipulated in the Operations Manual (OM);
- Verify & channel all requests for administrative, logistical, operational and other
support needs, and report all incidents related to security and issues of programme concern to the COO;

- Provide direction & leadership in advocating SRTF’s procurement due diligence on bidding processes incl. tender approvals and all required clarifications, addenda, etc.;
- Provide meaningful support to the PMs of the technical sectors and ensure that all programming works, financial & administrative matters are transparently, expediently, and effectively managed in line with the established SRTF rules and regulations;
- Ensure the integrity of the internal control and (risk) management systems and report needs on required amendments to the COO for information prior to the DG’s subsequent submission for approval as stipulated in the OM and the Framework Agreement (FA);
- Ensure oversight and support the work of the monitoring & evaluation functions established by the SRTF, such as the Independent Monitoring Agent, by making available all information & documentation requested and by facilitating visits to project sites for verification of assets, eligibility issues, performance and impact;
- Support the work of the ombudsperson by providing information pertaining to operational issues raised with the ombudsperson by Implementing Entities (IEs) or other SRTF stakeholders;
- Establish and maintain liaison with the IEs, stakeholders, regional partners, and entities with whom the SRTF is collaborating;

1.3 Competencies

**General:**
- Practical knowledge/in-depth understanding of conflicts & political forces in the region;
- Professionalism, integrity, and commitment to assigned responsibilities;
- Understanding and sound judgement in a multi-cultural workspace;
- Versatile capacity in dealing with events & situations of challenging physical environment;
- Good communication skills and ability to represent the organisation (if requested) in order to report or negotiate on SRTF’s programme.

**Management:**
- Knowledge & understanding of risk factors associated with project implementation under ongoing conflict;
- Expertise in planning, management & mobilisation of resources in project delivery;
- Capacity to select & introduce performance standards, project progress monitoring & support in accordance with agreed-upon quality assurance and timeframe;
- Ability to communicate, motivate, delegate, and coordinate team staff and meet tight schedules for the project implementation & deliverables under complex developments and varied cultural context;
- Demonstrate trust & confidence in teamwork and provide guidance for achieving sustainable results.

1.4 Reporting

- Prepare & submit project status and deliverables for active projects in all sectors to be included in the overall PS reporting for newsletters and the MUs quarterly report;
- Contribute to reports’ preparation on key project activities, issues and required action points, as per reporting schedule of SRTF;
- Adhere to the Management Unit’s regulations on security and confidentiality.

1.5 Supervision and guidance received

- Work closely with the COO’s office, by whom he receives supervision and guidance;
- Attend to any assigned special tasks or duties that may be required by the COO or as may be directed by the Director General (DG) of SRTF.
1.6 Qualifications/Experience/Language

- Advanced university degree in engineering, technical and/or management related disciplines; Professional accreditation from renowned engineering and/or management institution is a preferred qualification;
- Minimum 20 years professional experience in international reconstruction and development, preferably with 10 years of work assignments in conflict affected and in-transition countries;
- A minimum of 10 years of experience must be in projects including but not limited to infrastructure, utility services rehabilitation, and capacity building of implementing partners in both rural and urban settings;
- Computer literacy in basic software applications, (Microsoft Office, MS Project, etc.);
- Excellent proficiency in English is required;
- Proficiency or working knowledge of Arabic and any of the regional languages is highly desirable.

1.7 Location and Conditions of Assignment

Location of the post is in Jordan, with possible missions to regional cities. Also, a three month probation period on performance is included in the first 12-month contract.