



AusAID Bangladesh
Job Description and Selection Documentation
Corporate and Operations Manager – O Based Level 7

About AusAID

AusAID (Australian Agency for International Development) advises the Australian Government on international development policy and manages Australia's overseas aid program. In managing the aid program, AusAID:

- Prepares and implements regional and country strategies and other interventions within a framework of:
 - accelerating economic growth,
 - fostering functioning and effective states,
 - investing in people,
 - promoting regional stability and cooperation.
- Ensures aid program effectiveness by:
 - strengthening performance orientation
 - combating corruption
 - enhancing Australia's engagement with the Asia-Pacific region
 - working with partners
- Anticipates, prepares for and responds to humanitarian events affecting developing countries.

AusAID's People

People who work in AusAID implement government policy and formulate strategies aimed at improving growth and stability. By working in partnership with Australian and foreign government officials, international bodies, the private sector, community organisations and civil society, people in AusAID may help to improve the quality of people's lives in developing countries now and for generations to come.

AusAID Bangladesh

The Australian Government will provide approximately AUD100.5 million as development aid to Bangladesh in 2012-13. The Bangladesh program is AusAID's largest program in South Asia and over the next 5 years AusAID expects to considerably increase the total value of aid activities in Bangladesh, which is in line with the Australian Government's commitment to increase its global spending on development cooperation and humanitarian activities. The key priority sectors for the Bangladesh program are health, education and extreme poverty. There are also emerging programs in climate change and water and sanitation. Bangladesh also has large scholarships and volunteers programs.

The AusAID office in Dhaka currently has 13 personnel. It is supported by a small team that is based in the South Asia Section in AusAID, Canberra. There is also peer-to-peer contact and consultation with the other AusAID offices in South Asia (Colombo, Kathmandu, and New Delhi).

Job Description

The Corporate Operations Manager is responsible for the overall effective and efficient management of the program and corporate enabling support functions of the Post. This position is part of the senior management team within the AusAID Dhaka office. It supports the head of the AusAID Bangladesh program (Counsellor, Development Cooperation) to meet key corporate accountabilities such as the efficient use of Australian Government resources in accordance with the *Financial Management Act* as well as supporting the program staff at Post to embed the Agency's results focus in planning, monitoring and evaluation, and reporting.

The Corporate Operations Manager, under the overall guidance of the Counsellor, is responsible for the efficiency and effectiveness of Post operations, the effective implementation of corporate policies, delivery of support services to Post management and staff, as well as the coordination and oversight of program quality and performance.

The role requires continuous improvement of services including through the development and monitoring of Post specific policies and procedures to ensure that corporate and program enabling policies are implemented effectively. The role includes leading and managing a small team of program staff and administrative staff. The role will at times require the ability to travel and work non-standard hours.

Key responsibilities include, but are not limited to, the following responsibilities:

- **Program and corporate enabling management**
 - Monitor the effectiveness of Post management arrangements and provide advice to the Senior Management Team as and when required;
 - Establish and over-sight Post operational guidelines and procedures consistent with AusAID policies and procedures for all program and corporate enabling functions and ensuring that all staff are aware of the changes and any implications of the changes;
 - Develop/update relevant enabling strategies to support delivery of program objectives;
 - Liaise with other South Asia Posts, DFAT and Canberra on program and corporate enabling matters.

- **Results-based management**
 - Support the Program's transition to results-based management including providing advice to develop management strategies; strengthen program logic (theory of change) and develop performance assessment frameworks;
 - Oversight the drafting and delivery of the Post's Annual Program Performance Report (APPR), including advice on facilitation of a consultative process with program staff through which their assessment of program performance and management actions is moderated;
 - Ensure that the Post program staff have access to mentoring support so that they can effectively assess and report on initiatives' annual performance through the agency quality at implementation (QAI) process;
 - Ensure that management and program teams are supported to use performance information to inform decision making, including implementing an

- accountability tracking system and providing regular verbal and written advice to senior managers to inform decision making;
- Ensure that advice is available to program staff on quality and performance processes, including reporting on headline results and determining and implementing appropriate quality pathways for new investment concepts;
 - Establish effective Post engagement with AusAID's Program Effectiveness and Performance Division, Office of Development Effectiveness and other relevant stakeholders on the results agenda and other quality issues.
- **Corporate Finance and Budget**
 - Oversight the management of budget and expenses for Dhaka Post O-Based Management;
 - Oversee other in-country Administered and Departmental activity expenditure;
 - Exercise delegation to enter into administrative contracts, agreements and/or arrangements;
 - Certify administered and departmental payments, as appropriate;
 - Ensure that there is effective financial management support to Post management;
 - Ensure that financial reports are prepared for AusAID Canberra, as necessary;
 - Provide inputs into the Certificate of Compliance and Performance Audit.
 - **Human Resource (HR) Management**
 - Liaise with AusAID Canberra on HR and staff development issues;
 - Provide agency advice to DFAT Corporate Service team responsible for delivering a range of administrative support functions (Finances, Human Resources, Information Technology, Property, Asset, and Transport);
 - Initiate and monitor the Performance Development Plan process for Post and provide L&D advice to management based on the outcomes of IPPs;
 - Develop and monitor an annual plan of L&D activities based on the 70/20/10 Agency approach
 - Ensure provision of up-to-date workplace policies, procedures, and documentation in response to emerging workplace developments;
 - Manage Dhaka Post's staff contracts and the implementation of staff conditions of service;
 - Organise the recruitment, selection and placement of all AusAID vacancies;
 - Develop and manage effective induction and orientation processes for staff;
 - Coordinate staff handover of work assignments and/or resignation, clearances with relevant supervisors and the DFAT Corporate Services.
 - **Strategy and Business Process Development**
 - Contribute to corporate management strategy and review of policies and guidelines for implementation at Posts by:
 - Gathering, analysing, and reporting relevant information with focus on corporate issues;
 - Providing subject matter expertise in a particular field e.g. participation to corporate network and workshops.
 - **Communications**
 - Liaise with the Communications section in Canberra on Communications and Public Diplomacy issues;

- Actively identify media, public affairs and promotion opportunities including assisting program areas to most effectively consider the opportunities for promotion of their program activities and achievements;
 - Manage the production and distribution of promotional material;
 - Coordinate media activities such as interviews, briefings; assisting with high-level visits and media events as well as conducting journalists' visits to project sites;
 - Provide support and assistance in a range of other areas including maintaining AusAID websites, databases, and photo library and undertaking communications related administration and public information duties;
 - Liaise with DFAT and other Australian organisations to promote Australia's image and development priorities in Bangladesh.
- **Team leadership**
 - Lead and manage the Quality and Corporate Support teams including determining workflow priorities; developing, coaching and guiding employees; undertaking performance assessments and assuming responsibility for team delivery.
- **Policy advice**
 - Provide strategic policy advice to Senior Management on all quality, aid effectiveness and corporate related matters including undertaking high level analysis and research;
 - Provide significant input into policy development and applying knowledge of the aid program, key economic, political, social and cultural issues in development and whole-of government policy.
- **Liaison with Whole of Government (WoG)**
 - Responding to whole of government and corporate responsibilities and demands.

Reporting Arrangements

The Corporate Operations Manager is responsible for providing key advice to the Counsellor on day-to-day management relating to the Post operations.

Delegations

The financial delegations for this position are as prescribed under the Chief Executive Instructions Section 44 for a Finance Manager, i.e., AUD\$5,000 for administrative, non salary items. The position has supervisory responsibilities and accountabilities as per AusAID's staff management guidelines.

Capabilities of the Person

Leadership and direction

- Discusses with team members the purpose of their work and the relationship between operational activities and organisational goals;
- Translates high-level goals and outcomes into appropriate tasks for others that align with strategic objectives;
- Conveys expectations regarding outcomes and the timely achievement of objectives.

Strategic Thinking and Planning

- Discusses with others the implications of issues for own work and work area and considers options to address these where appropriate;
- Thinks about the future and considers the longer-term implications of own work;
- Understands the strategic objectives of the organisation and aligns operational activities accordingly.

Change leadership

- Constructs plans that have clear and appropriate goals, timeframes and budgets; anticipates change and builds contingencies into plans;
- Deals positively and constructively with uncertainty and copes effectively in an environment characterised by change; determines a course of action despite lack of clarity;
- Shares appropriate information with staff and colleagues during times of change; helps others adapt to ensure a smooth transition.
- Drives systematic change
- Has a nuanced understanding of local conditions and interprets the role of different actors in this context

Nurtures internal and external relationships

- Develops and maintains a network with others internally and externally;
- Builds and sustains relationships; liaises with a range of stakeholders including other teams, peers and colleagues across the organisation, and in other organisations;
- Offers and requests assistance in achieving mutually beneficial outcomes;
- Anticipates the needs of colleagues, clients and other stakeholders and provides courteous, prompt and professional service to them.

Coaching and Mentoring

- Makes time for people despite competing priorities; provides guidance and offers full support, when required;
- Encourages staff to engage in development opportunities; identifies knowledge gaps and works with them to determine appropriate development activities;
- Delegates tasks effectively; provides clear direction and articulates parameters;
- Congratulates people on achievements and gives timely recognition for good performance;
- Provides clear, constructive and timely feedback (both positive and negative) in a manner that encourages learning and achieves any required resolution;
- Agrees on performance standards and conducts regular reviews; addresses underperformance promptly, identifies causes and agrees on improvement targets.

Negotiation and persuasion

- Presents persuasive counter-arguments;
- Puts forward a case firmly, without getting personal or aggressive;
- Encourages relevant stakeholders in supporting the position;
- Anticipates the stance of other parties in advance and positions own case accordingly;

- Commences negotiations with a clear understanding of the organisation's objectives and desired outcomes.

Selection Criteria

Essential Selection Criteria

- Postgraduate studies in management, business or a related field and a minimum of 10 years of professional experience in managing development projects and programs, including financial management;
- Good knowledge of and experience in international development together with well-developed policy and analytic skills in program quality and monitoring and evaluation;
- Proven representation skills and ability to develop effective stakeholder relationships;
- Proven leadership skills and ability to gain commitment and ownership to the organisation's direction;
- Proven ability to think strategically and understand the broader implications of issues for work responsibilities;
- Well-developed skills in managing change and dealing with complex and uncertain environments;
- Well-developed people management skills including coaching and mentoring skills;
- Excellent English and Bengali communication skills and ability to work both independently as well as part of a multicultural team;

Desired Selection Criteria

- Knowledge of development, political and economic issues in the South Asian context;
- Knowledge of the Australian Government's aid policy and programs.

NB: All AusAID employees demonstrate a commitment to the APS Code of Conduct and Values, as well as to workplace diversity, occupational health and safety and employee participation principles and have appropriate cross-cultural sensitivities.