

Contract Management Coordinator

Oxfam is committed to preventing any type of unwanted behaviour at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and committed to promoting the welfare of children, young people and adults. Oxfam expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us.

Position Number	615
Classification	Category 3
Section/Unit	Programs – Program Management and Accountability Unit
Reports to	Senior Contract Management Coordinator, or Contract Management Team Manager, as directed
Location	Melbourne, you may also be required to work at other locations as necessary
Employment Basis	Fixed Term – 12 months
Hours of Work	35 hours per week
Suitable for Job Share	Yes
On Call Duties	No
Date Last Reviewed	December 2019

Scope of Position

Positioned within the Program Management and Accountability Unit, Contract Management Coordinators promote Program Quality and Effectiveness through ensuring that Oxfam Australia’s international development and humanitarian projects are delivered in accordance with donor compliance requirements and OAU program quality standards. Through working closely with in-country teams, this position is responsible for building capacity to implement program management procedures and program policies and monitoring the implementation of these to ensure OAU quality and compliance expectations are met. Contract Management Coordinators also contribute to agency learning through applying knowledge to achieve continuous improvement in program processes.

This position works closely with the Portfolio Managers to ensure OAU’s program risks are effectively managed, and with in-country field office staff of OAU and/or other Oxfam affiliates. It also works with other internal stakeholders based in Australia including fundraising and public engagement teams.

The contract portfolio of the post holder will be decided by the Contract Management Team Manager and may change over time in response to funding and country priorities.

1. Key Responsibilities

- 1.1 Within contract portfolio, ensure OAU supported projects adhere to program cycle best practice and comply with agency program management systems, policies and donor requirements.
- 1.2 Manage contracts and ensure back donor obligations are communicated to, and understood by, field teams and local partners. Maintain oversight and provide ongoing support to ensure all compliance obligations are met throughout project implementation.
- 1.3 Prepare documents as part of the program management cycle such as Oxfam Project Agreements, MOUs, contract and appraisal amendments. Ensure project narrative and financial reports are prepared by in-country teams as per agreement and meet OAU standards and back donor requirements. Provide ongoing mentoring and support to improve the quality of these reports.
- 1.4 Support Portfolio Managers to ensure concept notes, proposals and appraisals consider and incorporate key program policy requirements.
- 1.5 Undertake project quality and compliance monitoring and support visits to country programs including conducting reviews of financial management, local partner management and project performance as per MEL Plan. Manage ongoing remote performance monitoring to ensure program quality is promoted and maintained.
- 1.6 Build capacity, and provide ongoing training and advice for in-country teams on program management systems, OAU and DFAT policies, and grant management procedures. Develop and deliver formal training as required and act as an advisor or mentor for in-country staff.
- 1.7 Lead, support and advise in-country teams on conducting safeguarding risk assessment, planning and reporting processes. Monitor safeguarding practice and ensure policy requirements are incorporated into project implementation.
- 1.8 Proactively engage with agency-wide processes that relate to program management and program quality, including providing constructive contribution to the ongoing improvement and updating of agency systems, policies and reporting processes.
- 1.9 Provide and review key pieces of internal and external communications such as case studies and articles for intranet and website updates, Oxfam News, Oxfam Update, internal learning and donor reports, and give presentations as required. Conduct in-country story gathering for marketing/communications purposes when required.
- 1.10 Key liaison with Unwrapped and Key Supporter teams including provision of information for MOUs, products, review of proposals and reports.
- 1.11 Support agency and confederation outcome reporting processes as required.
- 1.12 Ensure the integrity of monitoring and reporting data collected at the country level.
- 1.13 Ensure effective filing of key program information, in line with agency policies and standards. Ensure all electronic, and SAP records related to grants are up to up-to date and accurate.
- 1.14 Participates as required in internal/confederation audit processes, and prepares and coordinates information for DFAT accreditation, representing OAU Programs Section as required.
- 1.15 Adhere to the agency gender standards and actively pursue gender equality, thereby strengthening the impact of Oxfam Australia's work.

2. Budget

- 2.1 Complete financial transactions including invoices, remittances and capital expenditure.
- 2.2 Work with Financial Planning Accountants to ensure accurate and timely financial reports/acquittals are completed as per compliance requirements and that financial and narrative reports are consistent.
- 2.3 Complete OAU Budget and Forecast processes for contract portfolio, and ensure OAU cost recoveries are maximised.
- 2.4 Monitor program/project budget expenditure including reviewing exchange gains and/or losses in order to minimise underspend upon completion of contract, and support to Portfolio Managers on variance reporting where relevant.

3. Policy

- 3.1 Contribute to the development, implementation and review of country and organisational policies and procedures, across all program policy areas and particularly in the areas of child safeguarding, disability inclusion and gender.
- 3.2 Provide expertise on the implementation and monitoring of program policies throughout the project cycle including contributing to project design and appraisal processes.
- 3.3. Provide training and ongoing capacity building for in-country teams on implementation of OAU program policies and monitor compliance with these policies. This includes developing and facilitating in-country, remote and online training and information sessions. .
- 3.4. Ensure that in-country staff are aware of child safeguarding and Prevention of Sexual Exploitation and Abuse considerations. Work with in-country staff to implement safeguarding policy requirements and include best practices in the program cycle. Conduct safeguarding policy training as required.
- 3.5 Work with in-country staff to promote gender equality mainstreaming throughout the project cycle. Ensure key principles and expectations of the policy are understood and implemented in OAU program activities. Conduct gender mainstreaming training as required.
- 3.6 Work with in-country staff to mainstream disability inclusion in the project cycle so that programs include participation and consideration of people with disabilities. Participate in disability inclusion workshops and initiatives. Conduct disability inclusion training as required.
- 3.7 Support in-country teams in complying with risk management, aid diversion and fraud prevention policies.

4. Human Resources

- 4.1 The position has no responsibility for the supervision of paid staff but may be required to recruit, train and supervise volunteers
- 4.2 Required to undertake job responsibilities in a manner consistent with equity, diversity, child safe policies and procedures
- 4.3 Monitor workload and work environment and take reasonable steps to minimise risks to self and others
- 4.4 All employees are responsible for complying with safe work practices, procedures and instructions in accordance with legislation and Oxfam Australia WHS policies and procedures

5. Knowledge & Experience

- 5.1 Experience of managing complex contracts including preparation of budgets and financial acquittals
- 5.2 Experience analysing, consolidating and refining reports and other program cycle documentation; and of developing materials for marketing, websites and media.
- 5.3 Experience of building capacity of staff at the country level (areas of particular relevance are program cycle systems and processes, child safeguarding, gender and disability inclusion), including the development and delivery of onsite and remote training programs.
- 5.4 Knowledge and experience in monitoring and evaluation processes for development programs
- 5.5 High levels of computer literacy, particularly MS Office, Excel, NGO Online, SAP and BI.

6. Skills & Personal Attributes

- 6.1 Demonstrated skills in the following areas:
 - Contract and project cycle management
 - Strong numeracy and writing skills, and attention to detail
 - Demonstrated ability to drive continuous improvement of business processes and systems to achieve effectiveness and efficiencies
 - Ability to manage priorities and workload
 - Capacity building, training or mentoring skills
- 6.2 Personal Attributes
 - Excellent written and oral communication skills in a cross-cultural environment
 - Ability to work as a member of a team and without supervision
 - Discretion and ability to maintain confidentiality
 - Capacity to work under pressure
 - Patience, tolerance for other perspectives and good inter-personal skills
 - Understanding of and commitment to OAU's development philosophy, principles and objectives
 - Understanding of and commitment to adhere to agency gender standards and equity, diversity, child safe and staff health and wellbeing principles
 - Ability to demonstrate sensitivity to cultural differences and gender issues, as well as the commitment to equal opportunities.
 - Ability to demonstrate an openness and willingness to learn about the application of gender/gender mainstreaming, women's rights, and diversity for all aspects of development work.
 - Commitment to Oxfam's safeguarding policies to ensure all people who come into contact with Oxfam are as safe as possible.
- 6.3 Personal Values
 - Accountability - Able to set clear goals and monitor personal progress against them.
 - Empowerment – Capable of having open, honest and respectful dialogue with others, respecting and including partnerships and communities perspectives into our working activities.
 - Equality – Work to high ethical standards and treat all people with respect.
 - Inclusiveness – Embrace diversity and able to enrich work activities with diverse perspectives.
 - Sustainability – Committed to achieving sustainable results in all aspects of their work.

7. Travel

Regular international and interstate travel of up to 12 weeks per year is a requirement of the position. It is a condition of employment that staff abide by all

agency security and safety protocols, policies and procedures and the Oxfam International Security Protocol. Staff travelling to high risk countries will be required to undertake appropriate personal security training.

8. **Child Safeguarding**

As an agency undertaking work both nationally and internationally and in humanitarian response, OAU takes its duty of care seriously to safeguard children and recognises that it must meet community expectations and the trust placed in its personnel to maintain the highest standards of conduct with children. Therefore, all positions within OAU are required to understand and comply with the Child Safeguarding Policy, Code of Conduct, toolkit and and Social Media User Policy.

- This role requires Oxfam representation when occasionally visiting the field (overseas and domestic).
- This role requires access to information relating to children.

Signature

Employee Name

Employee Signature

Date