

# Senior 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. Therefore, all staff are required to read and sign the One Oxfam Employee Code of Conduct and OAU Child Safeguarding Code of Conduct prior to commencing employment.

<b>Position Number</b>	498
<b>Classification</b>	Category 3E
<b>Section/Unit</b>	Programs Section -- Program Management and Accountability Unit
<b>Reports to</b>	Contract Management Team Manager
<b>Location</b>	Melbourne
<b>Employment Basis</b>	Permanent
<b>Hours of Work</b>	35 hours per week
<b>Suitable for Job Share</b>	No
<b>On Call Duties</b>	No
<b>Date Last Reviewed</b>	December 2019

### Scope of Position

Oxfam Australia (OAU) is one of the most influential international social justice organisations in Australia and part of one of the most effective international confederations of aid and humanitarian agencies.

In more than 90 countries, we are working towards a better, more equal world for all of us - where women and men can use their own ideas, voices and actions to build a future free from the injustice of poverty. Oxfam delivers long term development programming, humanitarian responses and practises high level advocacy and campaigning.

Oxfam Australia is an innovative rights-based agency that leads development debates and practice, works to influence government policy in Australia and around the globe to improve the lives of poor people, and has a strong focus on human rights.

Oxfam Australia's current total annual income is approximately \$90 million.

Reporting to the Contract Management Team Manager (CMTM), the Senior Contract Management Coordinator (Senior CMC) line manages a team of Contract Management Coordinators (CMCs) to 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 within portfolios of a higher complexity or level of risk to the agency. The position leads Oxfam Australia's contractual approach to project monitoring and coordinates efficient and effective contract management processes across portfolios, contributing to the continuous improvement of agency contract, grant and project cycle management processes.

The Senior CMC will also be responsible for aspects of Program Development and Resourcing within an allocated portfolio, including business development and strategic relationship engagement with Oxfam International and external donors and working groups.

This position works in collaboration with 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 and regional structures. 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 Across OAU's contract portfolio, support CMTM to ensure OAU supported projects adhere to program cycle best practice and comply with agency program management systems, policies and donor requirements.
- 1.2 Manage CMCs to ensure contract processes and back donor obligations are communicated to, and understood by, field teams and local partners. Within portfolio, maintain oversight and provide ongoing support to ensure all compliance obligations are met throughout project implementation.
- 1.3 Prepare and review documents as part of the program management cycle, such as Oxfam Project Agreements, 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. Develop and manage the provision of ongoing mentoring and support by the contract management team to improve the quality of reporting across OAU projects, including engagement with the ANCP Coordinator.
- 1.4 Lead on the agency's contractual approach to project quality and compliance monitoring. Undertake project quality and compliance monitoring in-country and remotely within country portfolio ensuring the integrity of data collected at the country level.
- 1.5 Provide ongoing training and advice to build capacity of in-Australia and in-country and regional teams on implementation of OAU and donor policies and program management systems. Develop and deliver formal training as required and act as an advisor or mentor for in-Australia and in-country staff.
- 1.6 Manage CMCs to ensure safeguarding risk assessment, planning and reporting processes are conducted as required. Take a lead on developing and promoting gender mainstreaming awareness training and approaches across the contract management team.
- 1.7 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. Support agency and confederation outcome reporting processes as required.
- 1.8 Provide and review key pieces of internal and external communications such as case studies and articles for intranet and website updates, internal learning and donor reports, as well as provision of information to Unwrapped and Key Supporter teams. This also includes in-country story gathering for marketing/communications purposes and giving presentations when required.
- 1.9 Support, and conduct as required, internal/confederation audit processes, and support preparation for DFAT accreditation at the Programs Section level.
- 1.10 Within allocated portfolio, manage Program Development and Resourcing processes including:
  - Manage OAU's strategic engagement with countries;

- Work with in-country teams to pursue business development opportunities, including supporting design and MEAL processes and leveraging internal and external expertise and resources;
  - Build and manage external donor relationships (especially DFAT), participate in key OI forums and represent OAU in external working groups as required;.
  - Liaison with in-country staff and internal coordination in the event of emergency responses; and
  - Provide travel briefings as required.
- 1.11 Proactively and constructively contribute to the ongoing improvement of contract management procedures and support the Contract Management Team Manager in the implementation of quality assurance processes.
- 1.12 Provide technical and specialised advice to Contract Management Coordinators, as directed, to support contractual compliance of programs and projects.
- 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 Adhere to the agency gender standards and actively pursue gender equality, thereby strengthening the impact of OAU's work.
- 1.15 Other related duties as delegated.

## **2. Budget**

- 2.1 Complete financial transactions including invoices, remittances and capital expenditure; and support to Portfolio Managers on budgeting where relevant.
- 2.2 Work with Financial Performance Analysis team to ensure accurate, timely and consistent financial and narrative reporting, and the effective financial administration and monitoring of program funds for allocated portfolio.
- 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 Manager on variance reporting where relevant.

## **3. Policy**

- 3.1 Contribute to the development, implementation and review of program and organisational policies and procedures, across all program policy areas and particularly in the areas of child safeguarding, disability inclusion and gender.
- 3.2 Work with in-Australia and in-country staff to build capacity to implement OAU program and back donor policies to contribute to program quality and best practice. This particularly includes leading on safeguarding best practices, disability inclusion and gender mainstreaming policy requirements within the project cycle.
- 3.3 Ensure the Program Management Procedure is followed across projects and, where OAU is Executing Affiliate, build capacity of country teams to implement the Program Management Procedure as required.
- 3.4 Guide CMCs and support in-country teams in complying with risk management, aid diversion and fraud prevention policies.

## **4. Human Resources**

- 4.1 This position has responsibility to line manage a team of Contract Management Coordinators; including recruitment and selection, performance management and staff development

- 4.2 Ensure all staff under management demonstrate good human resource practice and comply with agency policies and procedures
- 4.3 Implement and monitor equity, diversity, child safe policies and procedures within areas of delegation
- 4.4 Managers are responsible for complying with safe work practices, procedures and instructions in accordance with legislation and Oxfam Australia WHS policies and procedures for self and for staff under management

## **5. Knowledge & Experience**

- 5.1 Experience coordinating the work of a small team, balancing workloads and optimising team performance.
- 5.2 Detailed knowledge of contract management processes, including management of the program cycle, and experience of building staff capacity in these processes, including at the country level.
- 5.3 Experience in contributing to business process improvements to achieve greater effectiveness and efficiencies
- 5.4 Representational skills in developing and effectively managing strategic relationships with a variety of internal and external stakeholders
- 5.5 Demonstrated experience of preparing financial and narrative reports, including financial acquittals.
- 5.6 High levels of computer literacy, particularly MS Office, Excel, NGO Online, SAP and BI, or ability to learn these systems.

## **6. Skills & Personal Attributes**

- 6.1 Essential Skills - skills of a high order are required in the following areas:
  - Demonstrated skills in donor contract and project cycle management
  - Excellent interpersonal skills and ability to manage people in an inclusive and inspiring manner
  - Ability to represent the agency domestically and internationally
  - Well-developed understanding of gender and inclusion issues
  - Strong planning, organisational and time management skills
  - Excellent oral and written communication skills in a cross-cultural environment
- 6.2 Personal Attributes
  - Ability to work as a member of a team and without supervision
  - Ability to manage competing priorities in a complex environment
  - Discretion and ability to maintain confidentiality
  - Flexibility and capacity to work under pressure
  - Understanding of and commitment to Oxfam Australia's development philosophy, principles and objectives
  - Understanding of and commitment to adhere to equity, diversity, child safe and staff health and wellbeing principles
  - A police record check will be required for this position
  - 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 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
---------------	--------------------	------