

POSITION TITLE: Program Manager -
DFAT Partnership

DEPARTMENT: Inclusion Advisory Group (IAG) –
Australia Team

DATE: 1st September 2023

REPORTS TO: Business Manager - IAG



Organisational Vision

An inclusive world in which all persons with disabilities enjoy their human rights and achieve their full potential.

Organisational Mission

CBM is an international Christian development organisation, committed to improving the quality of life of persons with disabilities in the poorest countries of the world.

Department Objective:

The Inclusion Advisory Group – Australia team aims to harness the resources of other people and organisations to promote, develop and implement effective disability inclusive development and humanitarian action policy and programs. The Australia team is the largest team in the wider CBM Global Inclusion Advisory Group and provides operational support to other members on behalf of the wider group and in coordination with the Global team. The Inclusion Advisory Group works in close collaboration with the disability movement to provide advice and support on disability inclusion, on a fee-for-service basis, to other organisations in Australia and around the world. The Australia team aims to achieve a balance between influence for impact and financial sustainability.

Purpose of Role

The **Program Manager - DFAT Partnership** will play a pivotal role in overseeing and managing IAG Australia team's most significant and complex advisory partnership, namely that with the Disability Equity and Rights Section of the Department of Foreign Affairs and Trade (DFAT). The role will facilitate the successful execution and coordination of activities within this contract, ensuring compliance, stakeholder management, project management, and effective communication.

Level of Direction or Supervision

The Program Manager will work closely with the IAG Aus technical team who deliver the disability inclusion technical advice and capacity building activities within the DFAT contract. The Program Manager will also work closely with the IAG Aus Program Operations team to deliver the necessary support for all stakeholders.

The Program Manager reports to the Business Manager and the role requires minimal supervision and is expected to work autonomously.

Key Relationships

- DFAT Disability Equity and Rights Section (DIS) – the Program Manager will be the primary operational contact point for DFAT DIS.
- Other DFAT users and requestors.
- IAG Aus Advisor Managers (largely the Advisor Manager who leads the DFAT relationship from a technical perspective).
- IAG Aus Technical Advisors.
- IAG Program Operations team members.
- External Associates and Consultants.

- Subcontractors within the program, including the Nossal Institute for Global Health and the University of Melbourne.
- CBM Global Country Teams.
- Other organisations directly involved in the program.

Key Tasks and Priorities

Key Areas of Responsibility	Key Tasks	Performance Indicators	Total = 100
Relationship management	<ul style="list-style-type: none"> • Act as the primary operational contact point for DFAT (in collaboration with the primary technical contact point for DFAT). • Work in line with Partnership principles and in accordance with the DFAT – CBM IAG partnership agreement. • Ensure alignment with DFAT's priorities and communication needs. • Cultivate and maintain positive relationships and clear communication with consultants, associates, and subcontractors, including the Nossal Institute, and disability movement stakeholders. • Establish robust processes and clear communication channels with other DFAT advisory facilities (e.g. the SURGE Helpdesk) and capacity building partners. • Ensure IAG's ways of working within the DFAT project consistently meet DFAT's standards and reflect our core value propositions. • Ensure CBM Australia is meeting DFAT's expectations with regards to risk management, PSEAH and child safeguarding, conflict of interest, and confidentiality requirements. • Engage effectively in project meetings including weekly operational level meetings, regular partnership health check processes, and governance meetings (Steering Committee). 	<ul style="list-style-type: none"> • Maintain positive relationships with DFAT and delivery partners. • Deliver high-quality, precise, and targeted communications. • Provide DFAT with comprehensive and impactful reports. 	30%

Strategic capacity and workload management	<ul style="list-style-type: none"> • Provide leadership by coordinating interdependencies among DFAT tasks and IAG consultants. • Keep the work pipeline up-to-date with the latest information. • Proactively anticipate demand fluctuations to execute strategic initiatives effectively. • Understand consultants' and subcontractors' focus areas, interests, and current capacities. • Assign tasks to IAG team members and Associates/consultants promptly as requests arise. • Establish clear expectations with DFAT to ensure realistic turnaround times. • Supporting and at times leading the strategic positioning of CBM in relation to the next phase of the partnership 	<ul style="list-style-type: none"> • Fulfill contract requirements. • Identify and mitigate risks. • Deliver projects on time, within budget, and as scoped. • Have flexibility in capacity to handle unexpected increases in demand/meet new opportunities. • Structure resources effectively to support DFAT task delivery. 	40%
Operational management	<ul style="list-style-type: none"> • Ensure compliance with contractual obligations. • Enhance project support and management systems to facilitate project delivery. • Oversee system implementation across the network. • Maintain accurate and up-to-date system content. • Consistently follow workflow processes and adapt them when necessary. • Manage the DFAT project budget and provide regular updates to project forecasts. • Ensure subcontractors meet DFAT and CBM obligations. • Identify both risks and opportunities for the success of DFAT projects. • Directly support the development of IAG proposals into DFAT opportunities, including opportunity identification, proposal management, budgeting, risk assessment, and compliance. • Update internal resources and training related to DFAT. 	<ul style="list-style-type: none"> • Meet all contractual obligations. • Ensure compliance with processes by all stakeholders. • Maintain project spending within budget, providing accurate financial reporting to DFAT. • Provide comprehensive narrative reporting that aligns with DFAT's preferences. 	30%

SPECIFIC OUTCOMES REQUIRED

IAG Australia's disability inclusion technical partnership with DFAT DIS is effectively managed, on time and within scope and budget, in collaboration with the project technical lead.

High level of engagement and strong working relationships are built and maintained with internal and external stakeholders to deliver IAG Australia's contract with DFAT DIS.

Project specific workflows, templates, guidance, systems and processes are maintained and continuously improved to ensure efficient delivery of high-quality advice to DFAT and systematic monitoring and reporting is seamless.

KEY COMPETENCIES OF ROLE

High-level qualifications and applied background in international development and/or project management. Experience managing multi-year large (e.g. over AUD\$1m) client-funded programs/projects.

Strong understanding and experience working in the **international development sector**, with strong understanding of bilateral donor and/or multilateral organisation policies and processes (direct experience working with government, preferably DFAT is desirable; and understanding of disability-inclusive development is desirable).

Outstanding interpersonal, and **relationship management/partnership** brokering and collaboration skills, including experience leading client relationships from a project management perspective.

Excellent **communication** skills; written, verbal and in facilitation; with the ability to inspire and develop the outputs of others and to think strategically, creatively and analytically.

Outstanding **attention to detail** and the ability to follow tasks and ideas through to completion. Strong organisational, planning and time management discipline.

Ability to work with, manage and engage multiple stakeholders to **meet agreed objectives and deliverable**, including experience working within multi-cultural teams, and the ability to negotiate and resolve conflicts.

Strong **financial management** skills, and ability to prepare, monitor, and report against project budgets and workplans.

Ability to quickly identify and manage risk.

Ability to manage competing priorities, work calmly under pressure, and show initiative.

Willingness to learn the content and context of advisory work and pattern of advisory projects, in order to contribute to continuous improvement of DFAT project-specific workflows, templates, guidance, systems and processes.

High degree of flexibility and adaptability; responsive to changing needs.

Commitment to CBM's mission and values, including championing inclusion.

Job Evaluation		
Factor	Level	Score
Responsibility and Accountability		
Judgement and Decision Making		
Interaction and Influence		
Knowledge and Application of Creative and Technical Skill		
TOTAL		
Salary Grading		

**Factor Level definitions and Salary Grading information can be found on the CBM Intranet.*

Terms and Conditions

General terms and conditions of employment are as per the CBM Australia Administrative Services Enterprise Agreement 2015

Performance Planning and Review

Performance planning and reviews will be carried out annually.

Signed

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Kieran Cummins
Business Manager- IAG

Date

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Signed

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Date

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