

POSITION DESCRIPTION – TEAM LEADER

Position Title	Country Manager East Timor, Indonesia and Myanmar	Department	International Programs (IP)
Location	Onshore	Direct/Indirect Reports	3
Reports to	Regional Manager, Asia	Date Revised	October 2017
Budget		Delegation	
Industrial Instrument	Choose an item.		
Job Grade	Job Grade 5		

■ Position Level Descriptor

An individual at the Team Leader level is a front line Manager or Supervisor who has a team of people reporting to them. The team generally has a single geographical and multi disciplinary focus. An individual at the Team Leader level typically reports to a Manager.

■ Position Summary

Australian Red Cross has long standing relationships with East Timor, Indonesia and Myanmar Red Cross Societies. Our support undertaken in partnership with each National Society includes initiatives in humanitarian assistance, community health and water and sanitation, disaster risk reduction and protection, gender and inclusion. Australian Red Cross also supports each partner with institutional strengthening initiatives together with the International Federation of Red Cross and Red Crescent Societies.

The Country Manager East Timor, Indonesia and Myanmar is responsible for overseeing the management of a range of ARC funded programs in each country, providing high level advice, guidance and leadership to ARC staff and in country partners. Australian Red Cross's presence in East Timor includes two international staff; in Indonesia a small team of national staff; and in Myanmar one international staff member. The Country Manager will act as an Australian Red Cross representative to lead and manage program operations within designated authority levels; maintain Red Cross and Red Crescent Movement partnerships as well as with external stakeholders including the Australian Government.

■ Position Responsibilities

Key Responsibilities

People

- Lead project teams to deliver a country solutions.
- Manage and support staff, volunteers and aid workers to deliver timely and effective programs and services.
- Identify appropriate reporting lines for in country staff, volunteers and delegates depending on the assignment for that particular member.
- Ensure in country induction, and support of staff, volunteers and delegates including sourcing accommodation as required.

- As the security focal point, be responsible for identifying and managing risk across their respective program in line with Australian Red Cross policy and procedure.

Function

- In coordination with Regional Manager to provide strategic input to the Australian Red Cross in-country plan for designated country.
- Develop long term relationships between ARC and relevant movement actors to ensure the best possible program outcomes within designated Country.
- Ensure the development and successful implementation of Australian Red Cross activities in designated Country, according to approved plans and budgets.
- Provide advice on strategic engagement with the Red Cross Red Crescent Movement with a particular focus on identifying opportunities and building partnerships.
- Provide ongoing program management and development support to in Country counterparts.
- Explore engagement and funding opportunities for in-country partner.
- Promote innovative program designs and interventions with in country partner and relevant national societies.
- Undertake analysis relevant to projects including industry good practice, lessons learnt and policy changes.
- Prepare annual implementation plans for partner engagement including work plans and budgets.
- Apply effective Monitoring and Evaluation.
- Provide regular reports to Regional Managers and Thematic Leads to keep all ARC stakeholders regularly informed on in-country developments.
- Facilitate quality related training and system development for programs initiatives, in conjunction with relevant partners.
- Facilitate and support high quality quantitative and qualitative monitoring of ARC supported projects.
- Appropriately represent the ARC and build good relations with DFAT, national authorities and relevant national and international organisations.
- Build and manage country risk plan.
- Responsible for the implementation of Child Safe practices including:
 - monitoring and ensuring compliance of the Child Protection Code of Conduct for sole traders and personnel of contractors;
 - actively promoting and communicating the Policy and Handbook to increase awareness and clarity of roles in relation to responsibilities detailed within the Policy and Handbook ;and
 - monitoring implementation within their area.

Finance

- Oversee sound financial management of the ARC office support funds, including budgeting and reporting.
- In liaison with Regional Manager, in-Country Partners and staff, support the management of project funds and disbursements, including financial reporting where appropriate.
- Build and manage in-country budget.
- Identify and remediate budget variances.
- Build and manage country risk plan.

■ Position Selection Criteria

Technical Competencies

- Experience of complex relationship development and management including external partners and stakeholders.
- Experience in managing people including proactive management of complex and difficult issues in an international setting.
- Proven experience in finance and budget management.
- Experience working within and contributing to an M&E framework and the identification of innovation and opportunities.
- Ability to network and work collaboratively with a variety stakeholders.
- High level budgeting and financial management, and capacity to work well with others to develop and manage budgets.
- Proven achievement in program development, monitoring and evaluation.
- Community development in an international environment.
- High level research and analysis skills.
- Experience dealing with local and international media and developing communication material.

Qualifications/Licenses

Qualifications and/or experience in a relevant discipline such as international development, humanitarian work and project management.

Behavioural Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**
Aligns goals and actions with Red Cross Fundamental Principles | Provides relevant support and information to allow others to make decisions and improve their own situation | Builds independence in vulnerable people through transfer of knowledge and skills
- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**
Gathers information from key sources to fully understand the situation | Probes for further information to clarify vague or confusing issues | Differentiates key elements from the irrelevant or trivial | Makes prompt and clear decisions based on comprehensive research | Makes decisions without having to refer to others
- **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**
Proactively seeks to maximise opportunities to improve own and team performance | Identifies ways of working better with stakeholders | Ensures efficiency through improving systems, processes and structures | Seeks feedback and reviews results to determine opportunities for improvement | Ensures that high quality standards of work are met
- **ACHIEVE | Change, Adapt and Innovate | Improves processes or programs through demonstrating flexibility and innovation**

Enlists others to support the change process | Models the change expected in others | Understands how change impacts individuals and teams | Communicates the rationale behind change initiatives

- **LEAD | Manage Performance | Sets clear goals and expectations and is accountable for outcomes and behaviour**

Sets standards and goals for individuals and teams | Evaluates teams and individuals in relation to performance objectives | Addresses performance shortfalls quickly, directly and openly with individuals | Recognises good performance | Sets team objectives in line with organisational strategy

- **LEAD | Coach and Develop | Provides coaching and development opportunities to build capacity**

Makes objective assessments of team and individual strengths and development needs | Provides resources to support learning and development | Puts aside appropriate time to coach others | Encourages staff to pursue development opportunities

- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

Provides team with clear direction | Models team qualities such as respect, helpfulness, cooperation and support | Provides an environment which supports members of the team | Provides appropriate support to team members | Balances personal goals with team goals

- **COLLABORATE | Share Information and Communicate Effectively | Shares information consistently and transparently**

Makes others aware of information that may be useful to the | Encourages others to share opinions before making decisions | Expresses opinions, information and key points in a clear and timely manner | Responds quickly and appropriately to the needs of stakeholders

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality

- Act at all times in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters