



Role Title:

ASSISTANT MANAGER/MANAGER, INTERNATIONAL PROGRAMMES

Role Information:

Role Type	Pay Band	Location	Duration	Reports to:
		Singapore	Indefinite	Head, IP

Role Purpose:

The Assistant Manager/Manager, International Programmes (IP) reports to the Head, International Programmes. This role will be responsible for managing, maintaining and delivering of operations including the development, implementation and monitoring of all programmes/projects activities of Mercy Relief in the assigned country(s).

About Us:

Mercy Relief was established in 2003 to respond to human tragedies and disasters in Asia Pacific. We are Singapore's leading independent disaster relief agency with dedicated leadership, capacity building expertise and an affiliate network operating across the entire [disaster management cycle](#).

Mercy Relief provides emergency aid within 72 hours of an appeal in the aftermath of a disaster. Our longer-term sustainable development programmes aim to uplift and empower communities in five key areas: water and sanitation, shelter, sustainable livelihoods, healthcare and education.

Function Overview:

Disaster relief and sustainable development projects are at the core of Mercy Relief's International Programmes. We draw on technology and innovation, as well as creative partnerships with other organizations to help us come up with better and more effective solutions to the challenges we face. We also document our field experiences and publish them in reports for various stakeholders – it is our way of sharing what we have learnt in the hope that others will benefit from it.

To raise awareness in Singapore of the work we do, Mercy Relief spreads its message of empowerment through various platforms, including public events and giving talks at corporate organizations. We share stories from the ground, in the hope of inspiring people to join us and champion our vision of care and compassion.

Main Opportunities/Challenges for This Role:

- Manage the Disaster response and humanitarian relief work in assigned country
- Projects/Programmes development, monitoring for sustainability and implementation and management of activities to achieve desired targets set by the Board.
- Partnership development, engagement and management. Develop funding proposals and maintain close relationships with partners and stakeholders to support Mercy Relief to deliver quality programmes, reach and impact.
- Continually develop training tools to develop assigned country delivery capacity and capability
- Engage and enlarge communities' interests and participation and bring awareness to our stakeholders through the outreach program of MR work.

Main Accountabilities:

Disaster Response

- Monitor disasters, plan and execute disaster response operations in assigned country(s) including but not limited to field deployment
- Manage and oversee during times of disaster as the operational leadership for assigned country(s) in delivering humanitarian aid to recipient communities
- Mobilize partner agencies and local communities in assigned country(s) to prepare for, respond to and recover from disasters

Programme/Project Development & Management

- Lead and manage all programme/project development work in assigned country(s), by facilitating needs assessments and participatory stakeholder workshops involving partner agencies and recipient communities, monitoring progress against implementation plans, and ensuring that learning from review feedbacks into ongoing programme/project development
- Conduct regular monitoring visits to all programme locations of assigned country (s) with the aim of providing project directions and support to partners in terms of project service delivery, donor compliance and programme implementation
- Undertake project impact assessments as necessary. Assist in coordinating internal and external management reviews/audits or other management services or evaluation activities
- Coordinate and facilitate donor/volunteer engagement visits, whenever applicable
- Capacitate and manage an in-country team to meet overall programme/project goals and objectives
- Ensure programme/project deliverables are met within timelines agreed and achieve impact targets set

Finance Management

- Forecast, develop, manage and review programme budgeting and execution, monitoring and tracking expenditure, financial and narrative reporting
- Ensure effective systems are in place for proper controls over all income and expenditure, and ensure compliance with organizational policies and procedures as well as local laws
- Maintain appropriate files and documentation of all programme/project development & execution, correspondence and activities

Programme/Project funding/ donor liaison

- Develop quality funding proposals for new sources of programme and project funding
- Donor liaison as required, including preparation of donor reports and delivering presentations to key stakeholders

Internal & External Training and Development

- Develop, improve and maintain project management system (project development, implementation and monitoring & evaluation) with IP Head
 - Develop, create and deliver training content and tools to generate stakeholders' interests in MR's work and to improve MR staff and in assigned country's delivery capacity and capability.
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Key Relationships:

As an enabling team, Mercy Relief work mainly serves our beneficiaries and their communities: in Education, water and sanitation, shelter, sustainable livelihoods, healthcare. Many roles need to work in close collaboration with other enabling teams – Partners and International NGOs (owners of Ground Business process, associates and contractors), Donors and corporates (especially external communications, resource management of staff, foundations and funding agencies) and Beneficiaries (especially in humanitarian and disaster response work).

Role Requirements:

Threshold Requirements:

		Assessment Stage
Exposure to safety and health hazards related to emergency services relief work	May travel and participate in meetings and conferences and site visits for disaster response.	Shortlisting
Direct contact and standby duty	As Mercy Relief is a disaster response organization, staff may be asked to be on 24 hour call during period of major disaster	Shortlisting
Overall mobility is essential		

Person Specification:

Qualifications:

Essential	Desirable	Assessment Stage
University degree in a relevant field, such as Social studies, Humanitarian work, Public Relations or Journalism helps. May need to know detailed legal knowledge.		Shortlisting

Role Specific Knowledge & Experience:

Essential	Desirable	Assessment Stage
Minimum 3 to 5 years of related experience in a voluntary sector organisation preferred. A strong track record of successful project management for charitable or NGO activities from a variety of programme areas and activities. Good project management skills in partners' engagement and management, community outreach, devising strategies to achieve assessment indicators of impact and reach. Have relevant technology skills to be able to reach out on social media and broader community	Strong commercial awareness Experience of working in public sector organizations and charities	Shortlisting and/or Interview

Role Specific Skills:		
Essential	Desirable	Assessment Stage
<p>Interpersonal savvy to build relationships at all levels of the organization</p> <p>Manage complexity and ambiguity in diverse environment and yet deliver high performance goals and results</p> <p>Creative and innovative to develop new and unique ways to improve operations and create new opportunities</p> <p>Excellent communication skills, both verbal and written</p>	<p>Must be adept at people management, building long-term relationships with potential funders and partners and implement change programmes</p> <p>Professionalism, independence and integrity to perform successfully in a rapidly changing environment</p>	Shortlisting and/or Interview
Mercy Relief Behaviours:		Assessment Stage
<p>Making It Happen – Most Demanding</p> <ul style="list-style-type: none"> Deliver quality and timely results, achieve challenging goals and strive for excellence in setting clear and demanding objectives to deliver what is required. Demonstrate standards of excellence and deliver value for money. Measure progress and adapt plans when necessary. <p>Being accountable – Most Demanding</p> <ul style="list-style-type: none"> Hold self and others responsible for delivering goals on time and in line with the shared purpose of the organisation. Bringing a “can do” attitude and commercial flair to the function. <p>Shaping the Future – More Demanding</p> <ul style="list-style-type: none"> Continually look at trends and innovations and plan ways to take practical advantage of the opportunities Be innovative, plan to build new solutions to deliver current objectives <p>Connecting with Others – Most Demanding</p> <ul style="list-style-type: none"> Find common ground and build relationships and connections, both internal and external, to support Mercy Relief goals. Do this by building trust with others, by paying attention to their concerns and needs, and showing understanding with people despite very different views. <p>Creating Shared Purpose - More Demanding</p> <ul style="list-style-type: none"> Actively gain the support of diverse stakeholders and keep them fully engaged to contribute effectively. Create the environment in which different groups with different aims share a purpose and resources for mutual benefit 		Shortlisting and/or Interview
Prepared By:		Date:
Masahiro Ishizeki /Yu Chin Hsia		July 2018

Applications with your resumes to be sent to

HR@MERCYRELIEF.ORG

**The HR Manager
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Singapore 310160**

CLOSING DATE : 25 NOVEMBER 2018

