Job Holder

Name

Job Profile

Position
CONTRACT AGENT FGIV

Job title
Programme Manager

Domains

Generic domain
INTERNATIONAL COOPERATION and DEVELOPMENT

Intermediate domain
KNOWLEDGE MANAGEMENT & ECONOMY

Specific domain
EVALUATION and QUALITY MANAGEMENT

Sensitive job
No

Overall purpose
Under the direct supervision of the Team Leader, contribute to developing, improving, enforcing, monitoring and disseminating quality standards in the cycle of operations, notably with regard to methodologies, approaches, systems, events and knowledge sharing activities.

Legal disclaimer
Functions and duties

PROGRAM / PROCESS / PROJECT MANAGEMENT

- Ensure the implementation and coordination of the activities implemented under the contract: "Methodological and Knowledge Sharing Support for EU External Interventions" ("MKS contract").
- Responsible for the operational management of the contract (operational initiation tasks).
- Ensure the preparation, implementation and monitoring of the annual work plan in collaboration with the various Units concerned. This also includes coordinating the programme learning activities with INTPA training plans.
- Oversee the implementation of methodological activities under the responsibility of the Unit implemented through the MKS contract.
- Monitor the delivery of learning events ensuring the MKS Contractor complies with quality standards and propose corrective measures when relevant.
- Responsible for coordinating with INTPA Units, the contractor and the MKS core team on behalf of Unit D4

PROGRAM / PROCESS / PROJECT MANAGEMENT

- Oversee the implementation of activities related to the intercultural approach, both in HQ and in the selected Delegations. Propose recommendations to improve the courses and its tailoring to the requirements of EU Delegations.
- Promote the mainstreaming of the intercultural approach into other activities developed through the MKS contract.

EVALUATION and QUALITY MANAGEMENT

- Contribute to knowledge sharing (KS) activities through Capacity4dev.eu
- Make proposals to mainstream quality aspects and disseminate good practices.
- Participate in relevant networks/working groups.
- Promote mainstreaming of the methodological approaches developed by the Unit into thematic training/activities implemented through the MKS contract by liaising with thematic services, the Contractor and experts.
- Contribute and advice to develop methodologies, tools and practices related to the cycle of operations (ICM) and to the delivery methods.

OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Support the Team Leader in his/her functions, as required
- Regular reporting to the Team Leader on all duties
- Act as back up for colleagues in the section when required.
- Ensure that the right-based approach, gender mainstreaming and gender equality are adequately reflected in the domains from which unit D4 is responsible.
- Prepare the sector’s bi-annual contribution to Business Planning and Consolidation (BPC) in close cooperation with the Head of Sector
Job requirements

Experience

+ EVALUATION and QUALITY MANAGEMENT
  Job-Related experience: at least 2 years
  Qualifier: desirable
  The post requires an in-depth knowledge of EU development policies. Prior working experience in a EU Delegation would be a very strong asset.

+ PROGRAM / PROCESS / PROJECT MANAGEMENT
  Job-Related experience: at least 3 years
  Qualifier: essential
  Experience in managing EU funded interventions (programmes/projects). Completed university studies of at least three years attested by a diploma in at least one of the areas covered by the job profile. Excellent writing and communication skills are required

Languages

<table>
<thead>
<tr>
<th>Language</th>
<th>Listening</th>
<th>Reading</th>
<th>Spoken interaction</th>
<th>Spoken production</th>
<th>Writing</th>
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Knowledge

- PROGRAM / PROCESS / PROJECT MANAGEMENT
  - PROJECT MANAGEMENT
  - Project monitoring methods and techniques
- IT TOOLS for SPECIFIC APPLICATION AREAS
  - IT tools for BUSINESS/ORGANISATIONAL PLANNING and REPORTING
  - Knowledge management
- INTERNATIONAL RELATIONS (generic)
  - INTERNATIONAL COOPERATION and DEVELOPMENT
    - Cooperation and development aid

Competences

- Analysing and Problem Solving
  - Ability to conceptualise problems, identify and implement solutions
  - Capacity to analyse and structure information
- Communicating
  - Ability to understand and be understood
  - Capacity to present issues to an audience
- Delivering Quality and Results
  - Ability to identify user's needs
  - Ability to work in a proactive and autonomous way
- Prioritising and Organising
  - Capacity to deliver in a structured way
  - Coordination skills
  - Planning capacity
- Working with Others
  - Ability to work in a team
  - Knowledge sharing

Job Environment

Organisational entity
Presentation of the entity:

Job related issues
- Atypical working hours
- Specialised Job

Missions
- Frequent, i.e. 2 or more missions / month
- Long duration, i.e. missions lasting more than a week

Comments:

Workplace, health & safety related issues
- Noisy environment
- Physical effort / materials handling
- Work with chemicals / biological materials
- Radioprotection area
- Use of personal protective equipment
- Other

Comments:

Other

Comments: