

Role Description

Director Operations

About our Organisation

The Pacific Disability Forum (PDF) is a regional peak body on disability and works in partnership with Disabled Persons Organisations (DPOs) in the Pacific region. Our aim is to build the capacity of these organisations and improve the lives of persons with disabilities in the Pacific through advocacy.

Objective

The Director Operations is responsible for providing oversight of all programmes including emergency response, gender, youth, DPO and inclusive development, policy, research and finance and corporate services for the Pacific Disability Forum. The position reports directly to the CEO.

Outcomes

Organisational Stakeholders

1. Effectively Managing Programmes

- Effective management of program teams delivers desired outcomes and objectives
- An appropriate Programmes Framework is developed and implemented
 - Donor and PDF policy management is compliant
- Program briefs and papers for project funding are reviewed for improvement and approval
 - Assistance provided in preparing project / programme development
- Resources and donors' expertise to support programmes is secured
- Programmes risk is identified and managed
- Control and management of programmes is defined and developed
 - Programs are implemented as proposed and meet target objectives
- Programme and project funding are effectively utilised
 - Internal Programme budgets developed and managed
- Programme policies and procedures are reviewed regularly and with leadership to ensure development in line with best practice
- Effective relationships with donor agencies are initiated and maintained
- Leadership of all programmes ensuring continuous improvement with regular discussion of issues relating to programme delivery,
 - Decisions/recommendations communicated to CEO and Board

2. Programme Systems and support

- CEO sign-off for agreements with donors ensured
- Monitoring reports for donors developed by programme and project staff reviewed, compliant and approved
- Organisation MEAL strategy is developed and implemented
 - Oversight of monitoring and evaluation of programs provided
- Input into the development and agreement policies and procedures developed and agreed, and implementation across all programmes ensured
- PDF effectively represented in public forums
- Relevant internal and external meetings led and/or attend as required by the CEO
- Leadership and contribution to the development of disability policy and practice ensured
- Input provided into CEO's Board reports

3. Finance and Corporate Services Managed

- Effective oversight of Finance Unit provided
 - Financial reports provided and analysed
 - Donor funding utilisation monitored
- Corporate services are delivered efficiently and effectively
 - Support and training of staff managed
 - Staff utilisation and PDF capabilities identified
- Compliance with HR policies and ERA ensured at all times

4. Organisational development and growth

- Improvement in member and stakeholder service levels
- Growth in efficiency and effectiveness
- Improvements from application of technology
- Support and learning opportunities for staff provided
- Developing and growing workforce competence with succession planning

5. Management of member and stakeholder support

- Support provided to members, with accurate and timely advice and information
- A database of current information, research, projects, initiatives maintained
- Advocacy is led and supported

6. Organisation's image and value standards demonstrated and promoted at all times

- Team members mentored to uphold image and value standards

Responsibilities - Critical Competencies

Competence	Description
Business	
Planning	Develop an operations plan to define specific objectives.
Resource Management	Schedule resources over multiple work teams or units to maximise their effectiveness and achieve objectives; monitor the outcomes.
Documentation	Present information in a report that explores the links between the issues and draws conclusions.
Communication	Adapt communication techniques to suit different audiences, handle complex and /or sensitive topics.
Customer	
Customer Commitment	Seek, act upon, and follow through on customer feedback regarding products or services provided.
Relationship Building	Build long-term relationships working as a trusted advisor.
Quality Focus	Monitor/audit quality standards: provide guidance and direction to staff on quality standards.

Competence Description

People

Leadership	Involve the work groups in developing and delivering on the performance objectives while sharing ownership of the accountabilities.
Facilitation	Ensure work delegated is completed in an effective and timely manner, accepts accountability.

Professional

Technical Strength	Analyse a problem and develop the solution using standard procedures and methods – technical specialist.
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Qualifications

Qualification	Discipline	Notes
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Desirable

Higher Degree incl. Post Grad Cert or Dip	Public Administration, Disability Policy, Advocacy/Communications or equivalent
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Preferred

Degree	Humanities / Social Science
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Work Knowledge and Experience

- Proficiency in the use of computers, software applications - MS Word, Excel, database packages etc.
- Experience in monitoring and evaluation of programmes
- Fluency in oral and written English
- Considerable professional experience in programme management in the public or private sectors
- Professional experience in the disability sector
- Demonstrated experience in a representational role

Requirements

Language Proficiency

Strong written and spoken English language proficiency

Regulatory Compliance Requirements

Police Clearance

Interactions

Interaction

Comments

Internal

Chief Executive Officer

All staff

External

Board Members

NGO's / CSO's

Stakeholders

Contractors

Donors

Government Officials

Industry Associations

Media

Members and advocacy groups

Peak bodies

Regulators

DPO Member

Attributes

Interpersonal Styles

Perceptive	Shows keen insight and understanding of issues or situations.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Self Sufficient and Assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Holistic thinker	Considers issues/situations as a whole rather than analysing or dissecting the parts.
Initiative	Takes action and makes decisions without the help or advice of other people.
Decisive	Reaches conclusions, promptly and firmly.
Numerate	Shows abilities in quantitative thought and expression.

Behavioural Styles

Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
