

Terms of Reference

Position:	Operations Manager
Program:	Solomon Islands Infrastructure Program (SIIP)
Reports to:	Program Management and Performance Lead
Term:	Full time, until 31 December 2023 with the option to extend
Location:	Home-based and Honiara, Solomon Islands

Program background

The Solomon Islands Infrastructure Program (SIIP) aims to improve the quality and accessibility of economic infrastructure to contribute to broad-based, inclusive and sustainable economic growth in the Solomon Islands.

After SIIP, it is expected that:

- Solomon Islands will have enhanced capacity to plan, manage, finance, construct and maintain critical economic infrastructure.
- Solomon Islands will have more infrastructure assets across the country that are resilient and accessible and support inclusive economic growth.

Overview of the role

The Operations Manager will manage the SIIP operations functions, supported by the operations team members. S/he will be responsible for the delivery of efficient, cost-effective, compliant and streamlined management and operational services to support end-of-program outcomes. In turn, they will advise the Program Management and Performance (PMP) Lead and the Team Leader on all aspects of program operations, providing recommendations on how best to align processes with evolving program requirements.

Detailed responsibilities

Management of Program Services

- Lead and manage all operational functions of the program, including financial management, human resources, information technology, procurement, contracting, logistics and records management, to support high-quality and timely program implementation.
- Effective management and capacity development of Operation team members in line with their work and personal development plans.
- Lead the development and implementation of operational program documents, plans and procedures, and ensure sound financial management and support to DFAT and SIIP, administration and logistics support for the SIIP program.
- Ensure that operational activities align with and contribute towards the SIIP guiding principles as per the Mainstreaming Operations Plan outcomes as defined in the SIIP Annual Implementation Plan, MEL Plan, and other SIIP planning documents.
- Develop program budgets and monitor, update and report on expenditure against budgets and forecasts
- Contribute to the program's annual planning processes.
- Support regular independent technical, financial and operational audits of the program. Ensure that SIIP meets all necessary requirements to operate legally in the Solomon Islands, including but not limited to compliance with local registration, taxation and labour regulations.
- Manage and maintain compliance with all expatriate team member visas and other documentation.
- Oversee health and safety, security and employee-care strategies, procedures and protocols.
- Support development of the Risk Management Plans and procedures.
- Ensure adequate insurance coverage of property, assets and vehicles are in place as required.
- Manage inventory and assets; maintain an accurate and up-to-date SIIP Asset Register; and report any misuse in line with Cardno's procedures.
- Manage procurement of all goods and services in line with the SIIP Operations Manual, Cardno and DFAT requirements.
- Manage the drafting and execution of all SIIP contracts and agreements.
- Develop and maintain a SIIP Contracts Register. Oversee the delivery by the operations team of all SIIP travel arrangements, including accommodation, security, per diems and any other requirements.

- Act as the in-country human resources focal person for SIIP. Manage all in-country recruitment, employment agreements and other issues related to staff benefits such as health insurance. Develop and maintain a SIIP Personnel Register and assist the PMP Lead in HR reporting and analytics.
- Manage and plan for the mobilization and orientation of all new team members as well as demobilization and exits.
- Support the PMP Lead with the coordination of the probationary and annual performance appraisals.
- Ensure that all documentation is up to date, accurate and available electronically on SharePoint.
- Support the delivery of training and development programs.
- Support the delivery of a functioning and accessible repository of knowledge and learning on infrastructure that brings together existing information for Solomon Islands, program experience, the experience of other development partners and brings in global best practice and innovations in a user-friendly internet-enabled format.
- Work with the Security Officer to ensure the security of the office and team is maintained at all times.
- Ensure that the SIIP Security Plan is updated as needed.
- Perform other duties as required, which are deemed necessary as directed by the PMP Lead, Team Leader and Contractor Representative.

Program Performance

- Support the Team Leader to ensure that program performance meets the agreed Performance Framework, as agreed with DFAT on an annual basis.
- Ensure quality assurance of operations deliverables and outputs to meet Performance Framework agreed with DFAT.
- Ensure the oversight of relevant subcontractor's performance. Where appropriate, identify and mitigate risks and take remedial action.

Selection Criteria / Skills and Experience

Applicants: please respond to the below essential criteria in your application

- A minimum of 8 years' management experience in operations, procurement and/or partnerships.
- A degree in a relevant field (for example, development studies, management or other relevant areas).
- Demonstrated experience in creating and implementing systems for logistic, procurement, contract management, HR and adviser, financial and office management.
- Experienced using web-based management systems.
- Experienced in supporting multidisciplinary teams, ideally in cross-cultural contexts.
- Ability to adhere to the requirements of working on a donor-funded program, including compliance to donor procedures, policies and code of conduct.
- Strong interpersonal skills and the ability to cultivate and maintain productive working relationships.
- Excellent written and verbal communication skills, including the ability to communicate complex information to multiple audiences.
- Experience working with DFAT (desirable).
- Ability to speak Solomon Islands Pijin (desirable).

Key Performance Indicators

- Delivery of outputs and outcomes which meet the SIIP Performance Framework.
- Effective leadership and personnel performance management.
- Effective monitoring of overarching program performance, identification of risks and communication of improvement actions.
- Responsiveness to requests from the PMP Lead and Team Leader throughout the tenure of the program.

Performance Management

- The Operations Manager will report to the PMP Lead, and performance management will be undertaken jointly with the Team Leader.