Scope of Work

Position Title: Senior Program Manager
Reference Number: 240601
Position Location: Bangkok, Thailand (Or Remote - MENA Timezone)
Timeframe: One year
Supervisor: Global Program Director

Overview: This scope of work (SoW) outlines the Senior Program Manager (SPM) position with the Center for Operational Analysis and Research (COAR). The SPM will be expected to directly administer one significant project and supervise others administering other projects within the same portfolio. The SPM is expected to manage workflows (tracking timely production of deliverables), ensure proper allocation of resources, lead on recruitments of required personnel, manage relationships and communication with clients (including narrative reporting & updates), work closely with the finance department on budget management, work closely with client procurement teams on administrative requirements, ensure compliance with internal COAR policies, and perform any other technical or administrative functions as required.

About COAR: COAR is an independent social enterprise that directly supports practitioners, policymakers, and donors by facilitating humanitarian and development interventions in complex, fragile, and high-risk environments.

Objectives:
- To directly manage a large analytical research platform project, focused on supporting a major donor in the international aid response in Myanmar;
- To oversee the general administration of other projects in the COAR Myanmar portfolio, and to ensure the successful set-up, implementation, and close-out of future projects in a professional and cost-efficient manner;
- To work with clients and client procurement teams to ensure budgetary and administrative compliance, project amendments, and proper workflows.

Activities:
Project Cycle Management
- Plan the delivery of one overall project and its activities in accordance with the proposal/client requirements, in consultation with the Global Program Director
- Develop and regularly update a detailed work plan for this project, in line with client and supervisor specifications and timelines
- Plan and monitor all required resources for project implementation
- In consultation with the Global Program Director, recruit, interview and select qualified candidates based on project requirements and organizational human resources policies, procedures and practices
- Collaborate with the Technical Director to develop and implement technical plans and strategies.
- Assist in the preparation of technical documentation, including project planning and specifications.
- Monitor project progress and provide regular updates to the Technical Director.

- Coordinate with cross-functional teams to ensure seamless project execution.
- Monitor, evaluate, propose, and implement changes and improvements to the project based on observations and discussions with internal and external stakeholders
- Regularly engage with COAR's finance team to produce operational budgets, closely monitor costs, and remain within defined profitability targets.
- Liaise with technical experts to ensure quality control and assurance for all deliverables before submission

Program Management
- Oversee and assist other Project Managers in the management of their own programs, particularly as related to finance, administration, compliance, and documentation
- Oversee weekly internal meetings with other PMs and colleagues to coordinate resources, conduct administration and finance, and contribute to organizational growth and improvement
- File all documentation in line with COAR's filing systems
- Alongside the Research Coordinator/ Research manager and other Project Managers, financially allocate and track the receipt of monthly timesheets and invoices from all project staff
- Ensure that work is compliant with the client's procedures, contractual arrangements and conditions (including finances, procurement, recruitment etc.) at all times.

Client Management
- In conjunction with Global Program Director act as a focal point for client engagement, ensuring communication is fast, clear and precise
- Ensure that deliverables are timely and of high standard, immediately alerting clients of any foreseen delays
- Proactively communicate with clients' staff regarding any clarity required for work deliverables
- Ensure the client is constantly up to date on work streams and any modifications
- Regularly engage with clients and client procurement teams to file necessary amendments to ongoing projects
- Regularly engage with clients and client procurement teams to file necessary renewal documentation to ensure the smooth continuity of programming
- Support the finance and contract compliance teams with the preparation of invoices to client in compliance with contract clauses
- Serve as a technical point of contact for clients, addressing inquiries and providing solutions.
- Participate in client meetings with the Technical Director to discuss project requirements, progress, and deliverables.
- In coordination with the Global Program Director and Technical Director facilitate regular team meetings to discuss project progress, address concerns, and ensure alignment with client expectations.
- Gather and analyze client feedback to inform technical planning and improve service delivery.
- Develop and maintain strong, long-term relationships with clients by understanding their needs and providing solutions to foster trust and satisfaction.

Organizational
- In coordination with Global Program Director, engage with external stakeholders and peers to increase the visibility of COAR's profile in both Myanmar and the Southeast Asia region

- Support Global Program Director and the business development coordinator, by contributing to proposals/bids and engaging with potential clients
- Engage in broader organizational meetings
- Join global senior management team meetings alongside the Managing Director, Global Program Director, Senior Advisor, Technical Director, and other organization stakeholders

Contextual

- Maintain a working knowledge of research, analysis, and third-party monitoring methodologies and best practice as these pertain to COAR's projects
- Develop and maintain a strong working knowledge of the political, economic, social, humanitarian, military and conflict-related, infrastructure-related, and geopolitical dynamics in Myanmar
- Develop and maintain a strong working knowledge of client-needs, aid response architecture, relevant UN agencies, funds and programmes, as well as the programmes, interventions, and activities of relevant international NGOs and local civil society organizations

Deliverables

The Senior Program Manager project will:

- Manage the full project lifecycle, ensuring successful implementation
- Manage the financial and administrative aspects of COAR Myanmar project(s)
- In coordination with the Technical Director ensure project deliverables meet the highest standards.
- Collaborate with COAR team members to ensure the delivery of high-quality products.
- Work with the Technical Director to establish key performance indicators (KPIs) for quality assurance.
- Engaging with Technical Director in Implementing and maintaining quality assurance processes to ensure project deliverables meet or exceed expectations.
- Train and mentor team members on quality assurance best practices and standards.

Qualifications and Experience

The ideal candidate for the COAR Senior Program Manager position will have:

- A MA degree in business management, political science, international affairs, public administration, public policy, international development, or a related field
- A minimum of six years' work experience in the design, management and implementation of client funded projects, preferably within the field of research and analysis
- Demonstrated experience in finance, procurement, logistics, and administration
- Demonstrated knowledge of the Myanmar context
- Strong understanding of donor requirements, regulations, and rules, particularly as related to BHA, FCDO, UNOPS, EU
- Work experience with an implementing organization, such as a UN agency or local/international NGO highly desirable
- Demonstrated understanding of donor-funded humanitarian, early recovery, stabilization, and/or development architecture
- Strong interpersonal, organizational, managerial, and leadership skills
- Excellent command of Microsoft Office and Google Suite applications
- Demonstrated ability and/or willingness to work under tight deadlines, and liaise with donor representatives and partner organization colleagues under pressure and during off-work hours

- Demonstrated ability to work collaboratively and independently within a remote-based team
- Strong presentation, reporting, and communication skills
- High level of professionalism
- Commitment to discretion and confidentiality
- Strict adherence to COAR's code of conduct and safeguarding policies at all times.

Applicants should submit their CV and cover letter to hr@coar-global.org quoting the name of the position and reference number in the subject line of the email.

Due to a high volume of applications received, only successful candidates will be contacted.

All applications will be treated in strict confidentiality.