

<b>Job Description:</b>	Senior Programme Officer, North West cluster: [JOB0037939]	<b>Responsible to:</b>	Head of Programmes
<b>No. of direct reports:</b>		<b>Country/Location:</b>	Nigeria/Kano
<b>Role Purpose:</b>	To coordinate programme activities in the North West cluster, and be responsible for programme and project development in line with the Country strategy. (Cluster States: Kano, Kebbi, Katsina, Jigawa, Zamfara and Sokoto).		

Responsibilities	Key Performance Indicators	Competencies	Skills Required
<p><b>Programme Delivery</b> Identification and mapping of civil society organizations (Non Governmental Organisations, Community Based Organisations, NGO/CBO Networks) that contribute to delivering VSO Nigeria country strategy in the respective States and developing partnerships with organizations that are aligned to VSO vision, values and strategy; Analyse development challenges with a focus on the youth factor, and explore opportunities for development.</p> <p>Ensure appropriate programme documentation is in place as per VSO guidelines. Collate financial and narrative reporting information on programmes, placements and projects and contribute in the preparation and dissemination of learning.</p> <p><b>Contribute to Programme Plan development:</b> Draft programme development planning documents, administer programme development workshops and organisational assessments and prepare budgets; Assist in negotiating partnership agreements and monitor partner contributions towards volunteer costs; Support development of mechanisms to monitor and evaluate programmes, partnership and placement level impact; Manage relationships with key stakeholders to fulfill VSO objectives and represent VSO at external events as necessary; Assist with external fundraising activities and take administrative ownership of externally funded projects to ensure donor contractual obligations are complied with and VSO procedures maintained; Manage grants through collating information for monitoring expenditure and donor reporting.</p> <p><b>Partnership Development and Management:</b> Develop coordination mechanisms between partners (NGOs and government agencies), volunteers and staff in order to promote shared understanding of VSO Nigeria's vision and work in the cluster; Engage and build relationships with key stakeholders (government departments – NYSC and other parastatals, INGOs, Donors and Corporate bodies operating in the cluster); Build and support networks between key stakeholders to strengthen programme impact; Seek and obtain feedback regularly on activities and provide support to partners as necessary.</p>	<p>Effective implementation of programme planning and review systems with demonstrable improvement to the process of continuous learning.</p> <p>Planned programming activities and volunteer delivery targets are successfully met.</p> <p>Partners are provided with a growing and widening range of support based on VSO's core competencies.</p> <p>High quality placements are developed and documented, based on thorough assessment of partner needs.</p> <p>Evidence of lessons learnt from evaluation being used to adapt ongoing programmes and inform future programme development; Information on good practice, learning and knowledge is shared within country, region and wider organisation</p> <p>Annual Programme Review (APR) completed and shared with Final Evaluation carried out and shared.</p> <p>Regular monitoring and evaluation of programmes and partnerships in line with VSO good practice guidance, with results reported.</p> <p>Planned programming activities and volunteer delivery targets are successfully met.</p> <p>All project funding opportunities are identified and positively pursued whilst</p>	<p><b>Working together – Adds Value</b> Proactively enables and encourages team work in others.</p> <p><b>Communications and influencing - Strength</b> Inspires others by: advocating plans and ideas within and outside VSO; maintaining a wide and influential network; Coaching.</p> <p><b>Managing Knowledge – Adds Value</b> Proactively seeks out new knowledge sources (people and data); uses and shares knowledge effectively.</p> <p><b>Striving for excellence – Adds Value</b> Sets and measures challenging objectives for self and others; gives evidence-based feedback that helps others to excel.</p> <p><b>Managing Resources – Adds Value</b> Organises own and others' work to meet objectives; clarifies accountability of roles; allocates budget wisely; seeks ways to generate and save money.</p> <p><b>Managing People - Strength</b> Requests and follows up on appropriate support from others; raises concerns about un-co-operative colleagues in an appropriate way.</p> <p><b>Developing People - Strength</b> Gives constructive feedback that helps others identify and meet</p>	<p><b>Essential:</b> Understanding of project cycle management tools and ability to effectively plan, implement and review programmes.</p> <p>Must speak fluent Hausa and have experience living and working in northern Nigeria.</p> <p>Experience in organizational assessment, planning and review tools and processes</p> <p>Significant experience in a similar role with ability to manage and prioritize workload to achieve high quality results.</p> <p>Experience working in the geographic cluster and understanding of geographic customs and norms.</p> <p>Excellent oral and written communication skills with ability to negotiate, persuade and vary communication content and style to suit audiences in order to inform, motivate and inspire.</p> <p>Experience in budgeting and financial management, particularly in the context of project planning/management.</p> <p>Ability to adapt to new and demanding situations.</p> <p>Experience with partnership building and stakeholder involvement.</p> <p>Excellent planning and organizational skills, including experience of project or</p>

<p><b>Volunteer Engagement/Management:</b> Carry out a needs assessment on programmes and projects to identify volunteer requirements, develop job descriptions to aid recruitment of volunteers (international volunteers, corporate volunteers, diaspora volunteers, national volunteers and community level volunteers) to be placed with partners; Develop high quality placement documentation with partners and work closely with Regional Recruitment Managers to recruit the most appropriate volunteers; Work with the operations team to induct, orient and provide on-going support to volunteers, particularly in regards to security, safety and emergencies; Engage volunteers in planning processes and support them to identify linkages between their work and delivery of VSO's goals; Oversee and ensure proper documentation of all volunteer activities, correspondence and files; Monitor and encourage prompt completion of volunteer reports, evaluation and references.</p> <p><b>Monitoring and Evaluation:</b> Develop and implement strong Monitoring &amp; Evaluation systems for projects, partners, and volunteers to ensure that the impact of VSO Nigeria work is captured; Promote institutional learning and knowledge sharing across the organization; Promote institutional learning and knowledge sharing across the organization through the documentation of success stories/challenges; Conduct post-implementation reviews and initiate improvements to VSO's project management practices.</p> <p><b>Safety, Security and Emergencies:</b> To act as first point of contact for volunteers in the Cluster; Be responsible for their duty of care, safety and security, with support from the Senior Management Team.</p> <p><b>Budgeting and Forecasting:</b> Develop realistic project plans and budgets, ensuring compliance with donor requirements; Develop, maintain and regularly review financial plans to deliver programme objectives, including full participation in the annual budget preparation process; Manage budgets for projects and provide accurate and timely information on expenditure.</p> <p><b>Other Duties</b> - Deputize for the Head of Programmes or other colleagues as required; Assist or take leadership in emergencies as required, working closely with the security team and other team members; Fulfill other appropriate level responsibilities as defined by the Head of Programmes from time to time.</p>	<p>existing donor/supporter commitments are fully reported on and fulfilled.</p> <p>Dynamic, transparent and effective network exists between key stakeholders (VSO, volunteers, partners etc.), which fully supports the overall Programme Plan.</p> <p>Reporting is timely, efficient, effective and appropriate.</p> <p>All volunteer reports, evaluations and references are completed within deadlines.</p> <p>Volunteers are supported in their placements, empowered to work effectively with local partners, and actively engaged with programme development.</p> <p>Duty of care baselines for volunteers are met in relation to security and emergencies.</p> <p>An approved Monitoring &amp; Evaluation framework is in place and used in assessing programme impact.</p> <p>Annual Partnership Reviews conducted during this financial year.</p> <p>Efficient use of resources to meet Programme Plan objectives.</p>	<p>development needs.</p> <p><b>Leading for the Future – Adds Value</b> Actively promotes VSO's work and values; recognises others' success; generates and implements new ideas.</p> <p><b>Thinking Strategically – Adds Value</b> Makes decisions based on a range of internal and external factors and long-term impact; consults widely across disciplines.</p> <p><b>Delivering Results – Adds Value</b> Analyses objectives, considers options, plans and manages appropriately; holds self and team accountable for achieving goals.</p>	<p>programme management.</p> <p><b>Desired</b></p> <p>Practical experience gained within a volunteering/NGO context and of managing a volunteer programme.</p> <p>Experience of managing change in an international environment.</p>
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