



Senior Program Manager - Humanitarian Operations

Job Description

Job Title:	Senior Program Manager - Humanitarian Operations (PM-HO)
Level and Grade:	Senior Manager Grade 80
Job Type:	Full-time
Reporting Manager:	Senior Director, Humanitarian Operations
Department:	Humanitarian Assistance (HA)
Office:	Baltimore or DC
Date:	07/5/2022

About Corus:

Corus International is the parent of a family of world-class organizations working to deliver the holistic, lasting solutions needed to end extreme poverty once and for all. We are a global leader in international development, with 150 years of combined experience across our brands. Our nonprofit and for-profit subsidiaries include IMA World Health and its fundraising brand Corus World Health, Lutheran World Relief, CGA Technologies, Ground Up Investing, and Farmers Market Brands. Our more than 800 employees around the globe are experts in their fields and dedicated to helping the world's most vulnerable people break the cycle of poverty and lead healthy lives.

At Corus we believe that good only grows stronger and we reflect that belief in our workplace culture. We value every employee's specialized area of expertise and nurture professional growth. We promote an engaging and supportive work environment, where employees feel enabled and driven to innovate, learn and collaborate. And because our subsidiaries often function as partners, our employees have the opportunity to work across our enterprise family.

Corus is committed to diversity, equity and inclusion in our worldwide workplace, and we believe that social justice and respect for the human dignity of every person are fundamental to all we do as an organization.

Further details about the organization can be found at: <https://corusinternational.org>

Job Brief:

Position Summary: Senior Program Manager, Humanitarian Operations (SPM-HO) will be a key member of the Humanitarian Assistance (HA) team and be responsible for managing business functions of the emergency operations across the organization, as well as participating in the development and execution of the Humanitarian Strategy for the organization. During humanitarian crises, the SPM-HO will play the role of a deployable team member and will manage the surge, launch, and scale up of humanitarian responses in both countries of Corus's presence as well as in new geographies. S/he will manage budget oversight for the Humanitarian Assistance team and in close collaboration across the HA team will participate in the preparation of forecasts, maintain up to date balances and advise the HA team leadership on the allocations, commitments and outstanding balances to achieve the department goals.

Key Result Areas:

1. HA Operations – Business Functions
2. Emergency Projects/Grants Management
3. Surge Support
4. Strategic Input

The success of this role is measured by the following KRAs:

- Manage strengthened organizational agility in emergencies
- Manage improved business functions and programmatic and administrative support to country teams and the regions

Roles and Responsibilities:

1. Humanitarian Operations, Coordination and Administrative Support:

- Oversee the effective and efficient administration of the Humanitarian Team's business functions (grants, budget, emergency project(s) implementation by helping to ensure that Humanitarian Team's administrative systems, processes, and policies are in line with agency standards, donor guidelines, and local law regulations.
- Manage the Material Resources program within the Humanitarian Team portfolio with operational planning and management.
- Monitor and participate in the development of reporting data for the Humanitarian Team's fiscal dashboard.
- Manage the Humanitarian Team's intranet page and ensure that document centers are up to date and organized, including the team calendar, email lists, and team organization chart.
- Manage the engagement with relevant external stakeholders (landlords, service providers, etc.) on assigned Humanitarian Team administrative matters and help ensure required authorizations and documents are up to date.
- Oversee the management of consultants by tracking resource commitments, levels of effort (LoE), contractual obligations, modifications etc. with input from supervisors and in close collaboration with the Corus International Procurement Team.
- Troubleshoot issues with database with other users in similar positions as part of Community of Practice/Working Group, and works with the Salesforce Application Developer to identify and implement new or modified data fields and reporting functions

2. Grant and Project Management:

- Provide project management oversight of assigned emergency projects across Corus regions by working with relevant departments and staff to monitor the financial data (budget burn rates), project deliverables (targets, indicators), use of unrestricted/designated funds and allocations, no-cost and other requirements (especially for the institutional donor funding).
- Under the direction on the Senior Director, Humanitarian Operations (SDHO), manage Humanitarian Team grants tracking processes and oversee up to date data input into Phoenix and other relevant Corus systems (project management software, Salesforce).
- Participate in the development and delivery of humanitarian related trainings to Corus International country teams on select operational issues
- Provide inputs into annual Corus budgeting and forecasting exercises related to project spending within the fiscal year; coordinates with International Finance to support the project team in timely review, analysis, and decision making related to spending versus budgets.

3. Surge Support in Emergencies

- Act as a deployable team member and provide emergency start-up/ scale up support to countries / regions in question by managing deployment needs, on the ground implementation, supporting the country offices in programmatic and administrative functions such as assessments, reporting, procurement, etc.

- Provide on the ground leadership and capacity building to the local teams on essential emergency response standards, expectations, guiding principles.
- Participate in the smooth handover to the incoming permanent emergency response management, in country.

4. Strategic Input

- Participate in the development, execution and refinement of the Corus International humanitarian strategy.
- Provide analysis on humanitarian issues, including country and regional level situational analysis and donor trends.
- Under the direction of the SDHO, serve as a Corus representative in various humanitarian fora.

Supervisory:

1. SPM-HO will report to the Senior Director, Humanitarian Operations
2. SPM-HO will not have any supervisory responsibilities.

Education & Experience:

Requirements which may include minimum and preferred educational and job-related experience, computer proficiencies, required certifications, language requirements (speaking, reading, and writing) etc.

1. Bachelor's degree in social studies, humanitarian studies, public administration or related degree
2. Demonstrated (at least 7 years) of professional experience
3. Demonstrated (at least 3 years) experience in field level project management
4. Demonstrated (at least 3 years) experience in budget management
5. Demonstrated understanding and knowledge of the humanitarian operations, architecture and coordination mechanisms
6. Demonstrated experience of field humanitarian operations

Qualifications:

1. Budget management skills
2. Project cycle management skills
3. Critical thinking and problem-solving skills
4. Ability to effectively deal with ambiguity
5. Strong oral and written communication skills
6. Teamwork and collaboration – matrixed approach

Other Duties:

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities for the position. Duties, responsibilities and activities may change at any time with or without notice. All positions are required to perform any additional tasks assigned by the supervisor. Global positions that are bound by contracts will not be changed without notice and approval.

Working Conditions, Travel and Environment

- The duties of the job require regular attendance at least 5 days/week. The employee must be available to work outside normal office hours or on the weekends as required.
- This position must be able to travel as required for standard domestic and international business purposes. While performing the duties of this job in different locations, the employee may be exposed to precarious settings under high security risks and/or very basic living conditions and outside weather conditions, as well as to infectious diseases. **The employee will be required to deploy at a short notice (given the nature of the humanitarian crises) and should be available and comfortable travelling to fragile, austere and conflict zones.**
- The employee shall maintain all relevant and required vaccination up to date and ensure proper clearance as required by the destination before, during and after the deployment (as needed).

- HEAT training will be required as part of the minimum deployment standards, especially for Level 4 State Department defined countries and as further required by Corus.

Diversity, Equity, Inclusion and Zero Tolerance to Abuse

As a member of the Corus Family, each employee is expected to:

- Help to develop and maintain an environment that welcome and develop a diverse workforce.
- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.
- Promote a safe, secure, and respectful environment for all members of Corus family, stakeholders in general, and particularly for the communities we serve.
- Follow Corus Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values

Corus International prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, age, national origin, disability status, sexual orientation, protected veteran status, or any other characteristic protected by U.S. or International law.