

Position Description

Title: Program Operations Manager

Workload: Fulltime

Purpose of the Position

The Program Operations Manager is responsible for coordinating and delivering portfolio-wide program reporting, grants administration and regulatory compliance. They are also a critical connection point between the Operations team and the Programs team in the continuous improvement of systems and processes to support efficiency and productivity in program management.

Business Context

UnitingWorld collaborates with churches across the Pacific, Asia and Africa to deliver programs that address poverty and injustice and build leadership and institutional capacity.

UnitingWorld is an agency of the Uniting Church in Australia (UCA), working exclusively through collaboration and relationships with partner churches in our region. The relevance and effectiveness of UnitingWorld programs is built on the foundations of strong partnerships between churches, based on shared faith and history.

UnitingWorld programs focus on themes that are significant existential issues for our partners: poverty alleviation, gender equality, disaster/climate change preparation and leadership and organisational capacity. UnitingWorld interprets the rigorous principles of sustainable community development through the lens of our Christian faith, is committed genuine mutuality with our partners, transparency, accountability and strong governance.

UnitingWorld has a strong supporter base within the UCA. We are pursuing strategies to engage and inspire new generations, inviting them to join in a movement that brings transformation to vulnerable communities overseas, and challenges and grows our supporters to live lives of purpose and integrity.

Working relationships:

Reports to: Head of Operations.

Accountability: There is strong accountability to the Head of Programs in many outcome areas.

Location of Role

Sydney based with flexibility for working from home available.

Key Responsibility Areas

1 Reporting

- Collect, verify and consolidate data from across the program portfolio and analyse and interpret to communicate impact.
- Provide guidance and support to the International Programs team, developing practices for data management, process improvement, and overseeing staff training.
- Reporting includes quarterly and annual requirements; both internal (management and Board) and external (donor).

2 Grant management

- Manage the tracking of grant proposals in collaboration with International Program Managers.
- Support donor due diligence and pre-qualification requirements for new grants
- Support the operationalisation of contractual and compliance requirements of grants.
- Support the implementation of technology-based solutions to enhance efficiency across the funding pipeline, proposal submissions, acquittal and compliance.

- Assist the International Program Managers in maintaining compliance through the timely submission of reports.

3 System and process improvement

- Lead the customisation of internal systems (Salesforce, SharePoint) for the Programs team, with a focus on functionality and usability, to effectively monitor project deliverables and meet reporting needs.
- Facilitate practice improvement to support the effectiveness and efficiency of program implementation, resource planning and decision-making.
- Support development, implementation, review and improvement of policies, processes and procedures as they apply to the Programs team.
- Support subject matter experts on key cross-cutting elements—such as Gender Equality, Disability and Social Inclusion (GEDSI), Monitoring and Evaluation, safeguarding and child protection, climate change and environmental degradation—to ensure integration across the planning, reporting and implementation of projects.

4 Undertake other duties

- As directed.

Skills & Experience Necessary

Essential

- Demonstrated skills, knowledge and experience using client relationship management system or similar—preferably Salesforce—for data and information management.
- High level of proficiency in Microsoft Office, specifically Microsoft Excel, with confidence in data management across various software programs, maintaining accuracy and confidentiality.
- Demonstrated skills, knowledge and experience in analysing and interpreting data.
- Strong organisational and project management skills.
- Proven ability to contribute to the continuous improvement of processes and procedures that are fit-for-purpose and compliant with policy requirements.
- Dynamic and solutions-focused with ability to manage competing and often changing priorities.
- Highly developed communication skills (written and verbal) and the ability to present information clearly and effectively.
- Proven ability to work within a multi-disciplinary team in a complex project management environment.

Desirable

- Tertiary qualifications in a relevant field, such as international development policy and practice, performance management or improvement, business development, or social policy.
- Experience in program management, preferably working in the international aid / development sector.
- Experience in community services or not-for-profit sector.

We prioritise the safeguarding of all people, including the prevention of sexual exploitation, abuse and harassment, and the protection of children. Employment and engagement is conditional upon the outcome of appropriate checks. To be successful, candidates must:

- Demonstrate preparedness to work within the ethos and practice of UnitingWorld and the Uniting Church in Australia.
- Have the right to live and work in Australia (citizen or PR).
- Have appropriate national police clearance/s and working with children check.