**POSITION DESCRIPTION – TEAM LEADER**

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| Position Title | Portfolio Manager | Department | International Programs |
| Location | North Melbourne | Direct/Indirect Reports | 1-3 direct, plus up to 2 short term as required |
| Reports to | Head of International Humanitarian Programs | Date Revised | September 2018 |
| Industrial Instrument | Social Home Care and Disability Services Award |
| Job Grade | Job Grade 6 |

■ **Sub-Delegation**

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ **Position Summary**

The Portfolio Manager is responsible for fostering strong working relationships on behalf of the Australian Red Cross with Red Cross and Red Crescent National Societies, IFRC, ICRC, donors and external organisations. The Portfolio Manager will identify areas of program cooperation in line with the Partner’s and Australian Red Cross strategy to support the delivery of quality humanitarian assistance within the Asia Pacific region.

The Portfolio Manager has a key role in identifying and developing funding opportunities and ensure program quality and compliance in Australian Red Cross supported humanitarian programs across their Portfolio. The role is responsible for leveraging Red Cross Red Crescent and external expertise that supports the delivery of National Red Cross Red Crescent Societies, IFRC and ICRC programs.

The portfolio of the post holder will be decided by the Head International Humanitarian Programs and may change over time as Partner needs and thematic responsibilities are reviewed. Portfolio Managers act as a key contact point for International Programs to access evidence of impact, learning, humanitarian diplomacy and public engagement content; and business development processes.

Inherent requirements of this role include international and domestic travel as well as after-hours, emergency on-call duties. A condition of employment with Australian Red Cross is that all employees abide by security and health protocols, procedures and policies.

■ **Position Responsibilities**

**Key Responsibilities**

Establish and maintain senior level key relationships in complex humanitarian environments to achieve program outcomes aligned with Red Cross Red Crescent Movement and Australian Red Cross strategy.

Provide senior Australian Red Cross representation to Red Cross Red Crescent country, regional and global meetings and network events.

Provide strategic and future focused direction for all Australian Red Cross supported humanitarian programming across the disaster management continuum in designated portfolio.

Engage in the development of strategic responses to disaster and crises events within designated portfolio, overseeing the provision of Australian Red Cross non-surge and recovery (when appropriate) resource contributions.

Provide high level future orientated thought leadership to establish collective impact approaches for achieving humanitarian outcomes with Red Cross and Red Crescent Movement partners.

Influence increased humanitarian outcomes by engaging through Red Cross Red Crescent Movement partners for the provision of program support.

Identify and lead innovative practice changes in Australian Red Cross supported institutional strengthening and humanitarian assistance programming.

Broker new partnerships and funding opportunities to improve the diversification of resources and program partnerships.

Leverage Red Cross and Red Crescent and external expertise and resources to support design, implementation and capture learning of Australian Red Cross supported institutional strengthening and humanitarian assistance programs.

Identify opportunities for Australian Red Cross to broker assistance for Australian Red Cross supported humanitarian assistance through collective impact approaches.

Develop active relationships with internal Australian Red Cross stakeholders to strengthen the technical capacity of Red Cross Red Crescent humanitarian assistance within designated portfolio.

Responsible for documenting the humanitarian impact of institutional strengthening and humanitarian assistance support through Partners at output and outcome levels.

Lead and support quality, critical reflection and accountability initiatives within designated portfolio, with specific accountability for Australian Red Cross’s Ethical Framework.

Oversee the development, monitoring and approval of agreements, contracts and budgets in accordance with Australian Red Cross CEO sub-delegation policy within the designated portfolio.

Lead Program Officers and the engagement with the International Operations team in relation to supporting program administration, legal, and MERL requirements in line with Partner, ARC and donor requirements.

Actively contribute to the development of International Programs, Australian Red Cross and Red Cross and Red Crescent Movement policies and procedures.

Oversee the performance management of team members, including facilitating learning and professional development opportunities.

Ensure effective security management within designated portfolio.

Responsible for the implementation of Child Safe practices including:

* + monitoring and ensuring compliance of the Child Protection Code of Conduct for sole traders and personnel of contractors;
	+ actively promoting and communicating the Policy and Handbook to increase awareness and clarity of roles in relation to responsibilities detailed within the Policy and Handbook; and
	+ monitoring implementation within their area

Other duties as delegated

**■ Position Selection Criteria**

**Technical Competencies**

ESSENTIAL

* Experience in organisational wide strategic relationship development with movement and external partners and stakeholders in the pursuit of broad and specific program goals.
* Proven ability in analysis, strategic planning and successful implementation of complex operations.
* Proven ability to influence stakeholders directly and through third parties,
* Proven experience in senior representation, promoting organisational objectives and goals.
* Experience of achieving strategic outcomes by working through working multi-laterally and collective impact models, i.e. through third parties.
* Experience in supporting Partners to undertake institutional strengthening analysis and identify appropriate action to address identified needs.
* Experience in identifying and taking to scale innovative, future orientated responses to complex humanitarian challenges.
* Experience of working in the Pacific
* Proven experience in mobilising resources to support humanitarian outcomes from institutional and public donors from within and external to the Australian environment.
* Demonstrated success in managing and attracting institutional donors including the Australian Government (DFAT).
* Experience in implementing MERL frameworks and the identification of improvements.
* Experience in documenting the holistic impact of program interventions.
* Demonstrated ability to think creatively and strategically.
* Well-developed communication, networking and interpersonal skills.
* Significant achievement in middle management role in international or domestic development programs.

DESIRABLE

* Significant field experience in an international organisation in a developing country context.
* Ability to speak and write a second language.
* Knowledge of the context and issues relevant to portfolio

**Qualifications/Licenses**

* Relevant tertiary qualifications, skills and/or experience in aid and or the humanitarian sector

**Behavioural Capabilities**

* **Personal effectiveness | Solving problems |** Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
* **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
* **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
* **Organisational effectiveness | Focussing on clients |** Proven track record in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.
* **Organisational effectiveness | Innovating and improving |** Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.
* **Organisational effectiveness | Managing risk |** Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

 **General Conditions**

All Red Cross staff and volunteers are required to:

* Adhere to the 7 fundamental principles of Red Cross:

**Humanity  |  Impartiality  |  Neutrality  |  Independence  |  Voluntary Service  |  Unity  |  Universality**

* Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
* Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
* Comply with the Work Health and Safety management system
* Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
* Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
* Assist the organisation on occasion, in times of national, state or local emergencies or major disasters