

**ROLE PROFILE**



<b>Role Title</b>	<b>Programme Manager – Community Center – ActionAid Hellas</b>
<b>Reporting To</b>	<b>Head of Local Programmes</b>
<b>Direct Reports</b>	<b>Programme Officer &amp; Partners</b>
<b>Role Purpose</b>	<p><b>To guarantee and ensure the smooth operation and management of the programme work</b></p> <p><b>Act as a focal person and liaise with AA Hellas Staff, Local Authorities, Partners and Volunteers</b></p> <p><b>Be responsible for the overall assessment, overview and monitoring of the programme</b></p>
<b>Key External Contacts</b>	<b>Local Authorities &amp; Institutions, Local Schools, Partners</b>
<b>Type of Contract</b>	<b>Open ended contract</b>

<b>Key accountabilities</b>	<b>Key elements</b>
<p><b>To guarantee and ensure the smooth operation and management of the programme work</b></p>	<ul style="list-style-type: none"> <li>• To guarantee and ensure the smooth operation and management of the programme work focusing on:                             <ul style="list-style-type: none"> <li>- “Running”, monitoring and evaluating the overall programme work</li> <li>- Ensuring that the center is vibrant, well managed facility, that operates for the benefit of the local residents, beneficiaries and partner organisations within a sustainable framework</li> <li>- Providing equal opportunities / equal treatment to all visitors / beneficiaries and ensuring that their safety is being protected</li> <li>- Over viewing the purchasing process of facilities, equipment and infrastructure for the smooth operation of the Center</li> <li>- Gathering communications and fundraising content as per requests</li> <li>- Ensuring Centre’s goal of being a community hub, empowering the local community, facilitating community engagement and action.</li> </ul> </li> <li>• Act as a spokesperson of our work in the Community and be aligned with AA mission, vision and values</li> <li>• Act proactively and monitor closely to support rapid action when necessary and be able to address gaps and opportunities.</li> <li>• Develop and maintain a strong working relationship with the other Centre’s Partners to achieve the Centre goals and the objectives.</li> </ul>

<p><b>Be responsible for the overall assessment, overview and monitoring of the programme</b></p>	<ul style="list-style-type: none"> <li>• Ensure that the monitoring and evaluation processes are in place and be responsible for the overall assessment, overviewing and monitoring of the programme work focusing on: <ul style="list-style-type: none"> <li>- Monitoring on a daily basis and record quantitative and qualitative indicators (KPI's)</li> <li>- Preparing and presenting reports on a monthly / quarterly basis on the respective KPI's</li> <li>- Monitoring budget indicators and act proactively to ensure actual vs budgeted activities</li> <li>- Preparing narrative reporting according to AA standards and procedures</li> </ul> </li> <li>• Ensure all partners are operating according to ActionAid 's mission vision and values</li> </ul>
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<p><b>To manage and develop Teams' overview and performance and contribute actively to integrated working as a member of the Programme</b></p>	<ul style="list-style-type: none"> <li>• Work closely with the Programme Officer and the respective team to ensure smooth operation of the Centre</li> <li>• Set objectives and measurable indicators to the team and provide guidance on concrete actions</li> <li>• Ensure the team is well organised and managed and provide guidance when needed</li> <li>• Monitor and appraise the performance, identify capacity gaps and propose solutions for the team's development</li> <li>• Ensure that the team is managed in line with AA's HROD framework</li> <li>• Support other activities of Programme Work were necessary</li> <li>• Work effectively with the Head of Local Programmes and the respective team to ensure smooth flow of information and working on a daily basis and maximise the benefits for the beneficiaries.</li> <li>• Provide meaningful opportunities for volunteers at the Centre</li> </ul>
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### **Knowledge, skills & experience**

- At least five (5) years of demonstrated project management working experience either in a commercial department of a corporate environment or in a similar position in a NGO
- Educational Background in Business Administration, Marketing or Communication
- Excellent Project Management skills / Organizational skills
- Fluency in Greek and excellent use of English
- Ability to think and work creatively and innovatively in a problem-solving environment
- Experience in crisis management
- Experience in start up businesses will be an asset
- Ability to respond immediately and effectively in demanding environments
- Excellent interpersonal skills – Human oriented personality
- Interest in and commitment to community development processes
- Demonstrated volunteer experience as well as adequate experience in managing voluntary projects and teams
- Excellent understanding, knowledge and interest on human rights, global poverty and development issues