



OXFAM IN THE PACIFIC

VANUATU COUNTRY COORDINATOR

Oxfam is committed to preventing any type of unwanted behavior at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and committed to promoting the welfare of children, young people and adults. Oxfam expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us.

COUNTRY COORDINATOR

JOB DESCRIPTION

Reporting to	Director Strategy, Operations, Culture (SOC)
Location	Vanuatu
Staff reporting to this post	Matrix manage SOC staff based in the relevant country
Total Workforce	Approximately 100 staff across the region
Annual Budget	\$15m AUD
Job Grade	C1
Job Family	Business Support

Shaping a stronger Oxfam for people living in poverty.

Job Purpose

The Country Coordinator provides oversight of all operations support in country that is needed to support the Programs Team in the effective implementation of program deliverables. The position will enable smooth management of the country offices program in line with Oxfam's regional strategy, ways of working, standards, and values. Much of the coordinated support needed from the Country Coordinator includes working closely with Strategy Operations and Culture (SOC) regional Functional Leads to ensure SOC operations are managed in a timely, efficient, and effective manner at the country level.

The role also interacts closely with the Programs senior leadership team and is the liaison for external stakeholders be they partners, donors, vendors or other entities that are contracted to Oxfam or interested in the work we do. This extends to government ministries, departments and other agencies that establish legal obligations that Oxfam needs to adhere to. The position reports to the Director Strategy Operations and Culture (DSOC). The position holder is expected to be agile and innovative in dealing with multiple complexities and nuances as Oxfam in the Pacific continues to modernize and strengthen its position in the Pacific.

Context

Oxfam is a world-wide aid and development organisation that mobilises the power of people against poverty working through staff and local partner organisations across the Pacific to combat gender and climate injustices, including in situations of crisis. Oxfam in the Pacific works to support the following countries in the region: Papua New Guinea, Vanuatu, Solomon Islands, Fiji, the Polynesia/Micronesia country cluster comprising of Samoa, Tonga, Tuvalu, Cook Islands, Niue, Kiribati, Palau, Nauru, the Federated States of Micronesia (FSM), Republic of the Marshall Islands (RMI) (Micronesia), etc. Country teams operate with a mix of direct implementation and via partners, the goal being to increase strategic partnerships where appropriate.

Team Purpose

Oxfam in the Pacific comprises of two divisions: Programs, Impact & Partnership (PIP), and Strategy Operations and Culture (SOC). The role sits within the Strategy Operations and Culture (SOC) division. This role is accountable to and reports to the **Director Strategy, Operations & Culture**.

Key Responsibilities and Accountabilities

Business Services

- Works with SOC regional Functional Leads to formulate, implement, and report against an agreed plan of action at the country level. SOC Functions include Finance, Logistics, ICT, People & Culture, Safeguarding, Grants Management, Risks & Quality, Communications and Security,
- Provides leadership support to country SOC staff ensuring they can meet their performance goals and provide quality services.
- Is the Country Focal Point for Safeguarding, Security and Emergency Response and responsible for localizing plans, submitting reports, and educating the country team and/or other relevant stakeholders as needed.
- Prepares country budgets, monitors spend rates and reports financial performance.
- Conducts annual review of legal/regulatory obligations at national level and determines risk mitigation where appropriate. This includes timely support for external and internal audits, tax compliance, governance requirements, workplace health & safety, etc. Where corrective action is needed, work with relevant stakeholders and implement recommendations.
- Actively participate in risk management meetings ensuring timely and proactive responses to reported country operational risks and implementation of corrective measures.
- Responsible for the office administration and managing country assets in accordance with Finance and other relevant policies and procedures. This includes maintenance, security, insurance, reporting, replacement, ICT support, etc.
- Ensures logistics and travel requirements within country and externally, is well managed.
- Assess and support HR recruitment and administrative procedures ensuring onboarding and offboarding processes are followed.
- Represents Oxfam in external meetings or events where our presence is required or deemed useful to attend. Manages relationships and engagements with key stakeholders.
- Ensures public facing communications/channels are vetted and follow due process before information is cleared for release.
- Supports Program Leads by proactively identifying local opportunities to further expand our presence and impact.
- Influences positive work culture and commitment to Oxfam values by implementing focused initiatives on wellbeing, teambuilding, engagement, performance, trainings, etc. Activities can be top-down or initiated at country level in consultation with relevant Leads.
- Support P&C with providing confidential, discrete, and professional handling of sensitive cases including staff grievances, complaints and incident reporting and management.
- Ensures information management practices and security standards are followed by country staff. Facilitates training and other activities needed to support compliance.

Management

- **People Management:**
 - Is the matrix manager for country staff and responsible for supporting work performance, developing talent, motivating staff, and creating a good work environment.
 - Role models the right behaviours, leading by example and demonstrating Oxfam values.
- **Risk Management:**
 - Conduct regular risk assessments ensuring proper financial and operational controls are in place, regularly tested, and followed.

- Work with relevant Leads in the development of strategies to mitigate country risks whether operational, financial, programmatic, etc.
- In consultation with the GMRQ Lead, localize and implement quality frameworks such as the Country Self-Assessment control framework.
- Coordinate or lead in-country or regional training programs in accordance with country or regional plans and consultation with relevant Leads.
- **Systems Management:**
 - Is proactive in identifying process improvements that add value, reduce cost/waste, or maximize efficiencies in country or regionally. This includes leading implementation of ICT tools such as Wrike, Teams, etc.
 - Ensure country policies and procedures are regularly reviewed and updated in accordance with the Oxfam policy framework
 - Support the design and implementation of new systems, processes, and policies that is rolled out across the Confederation or within the region.
 - Conducts regular information audits to ensure compliance with Box filing and other information management procedures.
- **Performance Management:**
 - In consultation with the Director SOC and senior leadership team, review and set performance metrics that align with job expectations and strategic plans.
 - Ensure country teams actively comply and participate in performance management processes.
- **Resource Management:**
 - Responsible for management and administration of country resources including budgets, assets, and people.
 - Ensures the security and safety of Oxfam staff, stakeholders, and property.
 - Uses relevant benchmarks to measure performance, productivity, and continuous improvements.

Representation and Relationships

- Build relationships with external stakeholders and allies including donors, government representatives and other civil society organisations.
- Support the Leadership team in external representation as required.

Other

- Participate in humanitarian response activities within capacity in local level emergency response.
- Support the team function regionally by not only undertaking work in country but is also available to support work in other countries.
- Demonstrate adherence to Oxfam's principles, values and purpose through the participation in various activities that showcase what we stand for.
- Other duties as assigned by the DSOC that is within the role capacity and job family.

Job Requirements

Key Skills, Experience & Knowledge

Essential

- Postgraduate or Degree level qualification in Business, Management or related fields with 5-10 years relevant managerial experience in a similar role.
- Extensive experience and background in operations and administration management, ideally within the International NGO sector, Development or Public Sector.
- Proven experience in leadership and management role overseeing country office operations, managing people, budget, assets, systems, and processes.
- Extensive experience working on resolving complex issues in a sensitive manner relating to program operations or functional operations in the areas of finance, HR, logistics, safety, and security.
- High level of self-awareness, ability to work under pressure and commitment to meeting deadlines and priorities.
- Highly strategic and relevant experience in championing organisation values and principles.
- Excellent communication and interpersonal skills.
- Excellent analytical and conceptual thinking skills; able to understand highly complex issues and translate them into simple, workable actions and plans.
- Demonstrated knowledge and experience of working with computerised systems.
- Excellent stakeholder engagement specifically working with both internal and external stakeholders including with Aid donors, implementing partners, government and public administrations, strategic partners within Oxfam confederation.

Desirable

- Professional Development in key areas such as Risk, Case Management, Health & Safety, Project Management.
- Cultural awareness and local knowledge of local context.

Key Attributes:

- Ability to maintain confidentiality and discretion working with sensitive information.
- Ability to demonstrate sensitivity to cultural differences and gender issues, as well as the commitment to equal opportunities.
- Ability to demonstrate an openness and willingness to learn about the application of gender/gender mainstreaming, women's rights, and diversity for all aspects of development work.
- Commitment to Oxfam's safeguarding policies to ensure all people who encounter Oxfam are as safe as possible.

Organisational Values:

Our work is guided by Oxfam's global values and by Pacific values and culture including openness, flexibility, respect, equity, justice, solidarity, collaboration, sharing and humility. We also value local ownership and leadership of change processes.

Oxfam's Global Values:

- **Equality** – We believe everyone has the right to be treated fairly and to have the same rights and opportunities.
- **Empowerment-** We acknowledge and seek to expand people's agency over their lives and the decisions that impact them.
- **Solidarity** – We join hands, support and collaborate across boundaries in working towards a just and sustainable world.
- **Inclusiveness** – We embrace diversity and difference and value the perspectives and contributions of all people and communities in their fight against poverty and injustice.
- **Accountability** – We take responsibility for our actions and inactions and hold ourselves accountable to the people we work with and for.
- **Courage-** We speak truth to power and act with conviction on the justice of our causes.

TRAVEL:

Some international travel (up to 4 weeks per year) may be required of the position. It is a condition of employment that staff abide by all agency security and safety protocols, policies and procedures and the Oxfam International Security Protocol.

**Key Behavioral Competencies
(based on Oxfam's Leadership Model)**

Competencies	Description
Decisiveness	We are comfortable to make transparent decisions and to adapt decision making modes to the context and needs.
Influencing	We have the ability to engage with diverse stakeholders in a way that leads to increased impact for the organization We spot opportunities to influence effectively and where there are no opportunities we have the ability to create them in a respectful and impactful manner.
Humility	We put 'we' before 'me' and place an emphasis on the power of the collective, nurture the team and play to the strengths of each individual. We are not concerned with hierarchical power, and we engage with, trust and value the knowledge and expertise of others across all levels of the organization.
Relationship Building	We understand the importance of building relationship, within and outside the organization. We have the ability to engage with traditional and non-traditional stakeholders in ways that lead to increased impact for the organization.
Listening	We are good listeners who can see where deeper levels of thoughts and tacit assumptions differ. Our messages to others are clear and consider different preferences.
Mutual Accountability	We can explain our decisions and how we have taken them based on our organizational values. We are ready to be held to account for what we do and how we behave, as we are also holding others to account in a consistent manner.
Agility, Complexity, and Ambiguity	We scan the environment, anticipate changes, are comfortable with lack of clarity and deal with a large number of elements interacting in diverse and unpredictable ways.
Systems Thinking	We view problems as parts of an overall system and in their relation to the whole system, rather than reacting to a specific part, outcome or event in isolation. We focus on cyclical rather than linear cause and effect. By consistently practicing systems thinking we are aware of and manage well unintended consequences of organizational decisions and actions.
Strategic Thinking and Judgment	We use judgment, weighing risk against the imperative to act. We make decisions consistent with organizational strategies and values.
Vision Setting	We have the ability to identify and lead visionary initiatives that are beneficial for our organization and we set high-level direction through a visioning process that engages the organization and diverse external stakeholders.
Self-Awareness	We are able to develop a high degree of self-awareness around our own strengths and weaknesses and our impact on others. Our self-awareness enables us to moderate and self-regulate our behaviors to control and channel our impulses for good purposes.
Enabling	We all work to effectively empower and enable others to deliver the organizations goals through creating conditions of success. We passionately invest in others by developing their careers, not only their skills for the job. We provide freedom; demonstrate belief and trust provide appropriate support.