

Country Programme Coordinator

Team:	Programmes
Group:	Programmes & Volunteer Services
Grade:	Locally determined
Reports to:	Programme Manager - assigned country
Location:	Various - assigned country portfolio to manage in-country
Updated:	June 2023

Role Purpose:	Provide support to the relevant Programme Manager in order to ensure delivery of a high quality development programme which meets the needs of the country programme, its partner organisations and volunteers. Assist, and in some cases lead, the provision of administrative, financial, logistical and security and safety servicing tasks;
Direct Reports:	Nil
Budget Delegation:	Nil - (this role doesn't have financial delegation to approve expenditure outside of normal, expected and recurring expenditure. This will sit with the PM).

About VSA

Volunteer Service Abroad - Te Tūao Tāwāhi (VSA) is New Zealand's largest and most experienced volunteering agency working within international development. VSA sends New Zealanders and people with strong connections to Aotearoa on overseas assignments to share their skills, experience, and knowledge directly with local people and communities to make real, sustainable change.

VSA focuses on people-centred development. We give great importance to manaakitanga which means we value respectful partnerships, working and learning together, cross-cultural understanding, and the spirit of volunteering. VSA's values and our strategic focus reflect our commitment to bringing the spirit of Te Tiriti o Waitangi to the philosophy and values of our international development programme.

The purpose of VSA's programmes is to support countries across the Pacific to build their own capacity and sustainability. This is done by engaging skilled, committed New Zealand volunteers to work with in-country partners on short or longer-term assignments. VSA manages a range of development programmes in partnership with other organisations. These include in-country, regional, multi-lateral and New Zealand-based partners, such as Government ministries, public and academic organisations, private business and not-for-profit community groups.

We have team members working from our National Office in Te Whanganui-a-Tara/Wellington, as well as team members and volunteers located across the wider Pacific in the Cook Islands, Samoa, Tonga, Fiji, Kiribati, Vanuatu, the Solomon Islands, Bougainville, Papua New Guinea, and Timor-Leste. VSA works in partnership with a range of partners across the Pacific and Aotearoa New Zealand, including non-government organisations as well as private, public, and academic organisations and institutions.

VSA's work is funded primarily through its strategic relationship with the Ministry of Foreign Affairs and Trade and independently generated income. VSA is an independent, secular, and not-for-profit organisation and is governed by a Council. VSA is registered in Aotearoa New Zealand as an incorporated society and is a charity registered with the Charities Commission.

You can find more information at www.vsa.org.nz

About the Team

VSA's Programmes and Volunteer Services group comprises teams throughout the Pacific and in Wellington. The Programmes teams are located throughout the Pacific (including in NZ) and manage our country programmes. Volunteer Services is made up of two teams: Operations and Volunteer Recruitment; which are located in Wellington, Aotearoa New Zealand and provide support to our volunteers and programmes.

This role is an integral part of the Programmes team and the country programme/s they are assigned to. The Programmes team is made up of country programme teams that deliver our programmes in-country establishing partnerships, developing assignments with our partners for VSA volunteers, and providing pastoral care to our volunteers. The Country Programme Coordinator is responsible for the effective operations for volunteers primarily placed in-country. This role supports the administration of the programme and enables local customs and practices to be better understood. The Country Programme Coordinator plays an important liaison role with the Operations team in Wellington.

Critical Success Factors

Area of Responsibility	Evidenced through
Administration and Financial Management	<ul style="list-style-type: none"> • Maintaining administrative practices and systems for the recording, storage and retrieval of information on the volunteer programme in accordance with VSA IT and Privacy policies, including maintaining systems of information storage, both electronic and paper file based, including backups of computer records. • Preparing and submitting accounting records of VSA-related income and expenditure including bank statements, and forward completed accounts with scanned copies of all supporting documents (e.g., invoices, receipts, leases etc) by e-mail in accordance with VSA's Field account requirements. • When required, develop relationships through regular visits and meetings with existing and potential partner organisations to identify and develop assignments (of various modalities, and differing lengths) in line with agreed strategies, criteria and targets, using agreed formats and guidelines. • Receive, bank or otherwise secure VSA cash and track all cash movements, withdrawing cash to top up the cash holdings as required.

	<ul style="list-style-type: none"> • Process and if required, reimburse volunteers' and accompanying partners' claims in line with guidelines from the Wellington office. • Maintaining up to date leases, a rental schedule and utility agreements on all volunteer houses. • Develop and maintain a register of all VSA assets and equipment, as well as ensuring service contracts are in place and those assets are insured. • Respond to and file all incoming written and email correspondence as appropriate. • Ensure adequate office security including handling of cash and security of sensitive volunteer and programme files. • Ensure the VSA vehicle is insured, registered, regularly serviced and secure, as well as ensuring the vehicle service and maintenance log is kept up to date. Provide regular updates and written reports to the Programme Manager on key office administration functions. • Undertake interpretation and translation for VSA matters where required. • Ensure the office is maintained in a professional, well-organised and tidy state.
<p>Volunteer Management and Support (for in-country volunteer assignments)</p>	<ul style="list-style-type: none"> • Coordinating (in consultation with key staff members) all in-country process and document arrangements for incoming volunteers and accompanying partners, in accordance with Volunteer Contracts and partner Agreements in a timely manner, including organising: <ul style="list-style-type: none"> ○ Visas, ○ Travel arrangements to the assignment location, ○ Customs clearance of any unaccompanied baggage, and ○ Sourcing suitable accommodation and setting up utilities. • Assisting in coordinating orientation programmes including health and security issues and language and cultural training for volunteers on arrival in-country. • Arranging initial and ongoing language training for new volunteers and accompanying partners appropriate to their needs. • Act as a cultural adviser for Programme Manager and volunteers on an ongoing basis, where possible and/or appropriate. • Communicating on a regular basis with volunteers and providing support and opportunities for their interaction and development as appropriate. • Alongside the Programme Manager, work with Wellington-based staff to resolve issues and answer queries relating to VSA's programmes, assignments, volunteers and their accompanying partners. • Managing the homeward bound process for volunteers and accompanying partners, including logistical arrangements,

	<p>supporting the sustainability of the assignments, and maintaining ongoing relationships with partner organisations.</p> <ul style="list-style-type: none"> • Identify suitable housing for volunteers and liaise with owners as required, ensuring that all housing meets requirements stipulated in VSA housing policy and checklist. This includes managing existing and new VSA housing leases and ensuring that VSA/landlord housing inventories are maintained and up to date. • Assist volunteers with the setting up and maintaining of utilities supplies and connections (electricity, water, gas) as required. • Manage landlord relationships and property maintenance, including maintaining records of any property maintenance conducted under the auspices of VSA, ensuring that all houses have appropriate and regularly serviced security and safety equipment.
<p>Health, Safety and Security</p>	<ul style="list-style-type: none"> • Alongside the Programme Manager, monitoring the safety and security situation in-country and providing appropriate security updates to volunteers and partners, and Wellington-based staff. • Communicating emerging or urgent issues, including potential and actual emergencies/crises, in a timely and responsive way to volunteers, Programme Manager, Director Programmes and Volunteer Services, CEO, or appropriate Senior Leadership Team members. • Alongside the Programme Manager, facilitating emergency preparedness and support for, and evacuation of, volunteers in the event of security situations, serious ill-health, family problems, or personal crises and natural disasters. • Ensure VSA security and safety equipment (fire safety, satellite phones, Personal Location Beacons (PLBs), life jackets) are insured, registered, regularly serviced and secure, and the maintenance log is kept up to date. This includes managing the storage and distribution of security and safety equipment to volunteers, and managing the online (SharePoint) register of safety and security equipment. • Ensure each volunteer submits a Personal Emergency Plan (PEP) and Partner Organisation safety plan. • Taking reasonable care for personal safety and wellbeing in all VSA workplaces, project sites, and if and when driving vehicles. • Acting in accordance with all reasonable Health and Safety instructions, policies, and signage making sure that acts or omissions do not adversely affect the safety and wellbeing of yourself or others. • Reporting all occupational injury, illness, near-miss incidents, accidents, environmental spills or fire (regardless of its severity) to your Programme manager.

	<ul style="list-style-type: none"> • Reporting all hazards which may result in an injury, illness, spill or fire, to your manager, and to the HR Coordinator.
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At VSA there will be times when we all pitch in to do additional tasks that are outside our regular roles. This forms part of our culture and our values.

At VSA all team members are encouraged to contribute to continuous improvement: to support innovative thinking, smart work practices, how we engage across teams, and the overall culture and work environment.

There will be opportunities to participate in forums, committees, and working groups across the organisation and with third parties.

Key Relationships

Internal	<ul style="list-style-type: none"> • Programme Manager • Director Programmes & Volunteer Services • Country Programme Advisor • Operations Manager • Operations Coordinators • HR Coordinator • Finance team
External	<ul style="list-style-type: none"> • MFAT • High Commission Staff • Partner organisations (in country) • Other stakeholders including landlords • Government agencies • Travel agencies (Orbit)

All team members are expected to develop professional relationships with other staff throughout the organisation during their tenure at VSA.

Skills / Competencies / Attributes

The ideal Country Programme Officer will be a robust, resilient and flexible self-starter who has the following skills, experience and knowledge:

- Experience in administration and/or operational management.
- Successful experience in developing systems and maintaining office records.
- Training or qualification in administration and maintaining financial records.
- Proficient computer skills including in using Microsoft Word, Excel and email.

- An adaptable approach with the ability to deal with changing work needs/tasks at short notice.
- Highly accurate, proactive and able to work autonomously as well as part of a team.
- Proven trustworthiness, discretion, and reliability.
- Proven effective communication and interpersonal skills (both written and verbal).
- Ability to organise and prioritise tasks to meet deadlines.
- Proven successful experience of liaising with external organisations and relevant authorities.
- The knowledge and skills to accurately interpret and translate between English and a locally spoken language.
- Clean police record and valid driver's license (both of which must be maintained for the full duration of employment with VSA).
- An understanding of the principles and vision of VSA's commitment to a model of sustainable development through partnership and the involvement of New Zealand volunteers.
- An understanding of the role of international NGOs in the development of the relevant country.
- Knowledge of and networks in the development sector in the relevant country.

Note: A Covid-19 vaccination is mandatory for any member of VSA staff required to travel overseas on business. You may also be required to undertake pre-departure Covid-19 testing prior to deployment. You will need a current passport.