JOB DESCRIPTION

Position title: Regional Operations Director, Pacific Programme Office

Directly reports to: Director, Pacific

Technically reports to: Dotted line to Head of Finance and Head of People and Culture, Asia Pacific (Greater Mekong, Mongolia and Pacific)

Supervises: Regional Head of Finance & Admin, Regional Head of Human Resources and Regional ICT Co-ordinator.

Validity: April 2021

Location: Suva, Fiji

Background

WWF has a long established presence in the Pacific region, starting out of Australia in 1990 when the Pacific Programme was initiated in Solomon Islands, PNG, Fiji and later Cook Islands. It moved to Fiji in 1995, where the countries and regional programme oversight was headquartered. The regional programme was split in 2008, into West Melanesia Programme Office (WMPO - PNG & SI) and South Pacific Programme Office (SPPO - Fiji, Cook Islands and Regional Tuna Programme). The 3 country programmes (Fiji, PNG & SI) came together as one Pacific Programme in February 2014, in the network restructure to ramp up its impact.

WWF is legally registered as WWF Pacific. However to the WWF network we are known as WWF-Pacific Programme Office (PPO). Internally each programme office is known as Fiji Country Programme, Papua New Guinea (PNG) Country Programme and Solomon Islands (SI) Country Programme.

Following a strong track record of conservation delivery in the last 20 years, WWF has established both credibility and presence to deliver conservation impact at all levels, from local to provincial to national to regional.

WWF-Pacific embarks on a new 2021 to 2025 strategic plan. The new strategic plan will outline changes in the way PPO will operate, both in Conservation and Operational aspects.

I. Major Function

The Operations Director will lead, direct and oversee the implementation of Finance, Administration, IT, and Human Resources systems, policies, and procedures for the Pacific Programme Office (PPO) comprising of Country Programmes in Fiji, Solomon Islands and Papua New Guinea. In addition, the Operations Director will ensure compliance with all local labour laws in these countries and other statutory requirements related to Governance, Administration, Finance, IT and Human Resources in the PPO, as well as to global Network standards and adherence to WWF International policies and processes.
As a member of the Senior/Regional Management Team (SMT/RMT), the Regional Operations Director shares responsibility for the overall performance of the Operations Programmes. The Regional Operations Director will build and implement an action plan for Operations unit for the PPO in line with that of WWF-Asia-Pacific Strategic Plan. Liaise with Director Pacific and members of SMT/RMT to make decisions for operational activities and set strategic goals. The role requires strong management experience and skills with experience with regional organizational structures.

II. Major Duties and Responsibilities

- Is a member of Senior/Regional Management Team (SMT/RMT)
- Implement the Human Resources, Finance, Admin & IT Strategic Plans for WWF-Pacific to contribute to the delivery of the organization’s initiatives & objectives.
- Supervise the Organization Development (OD) and Talent Management strategy for WWF-Pacific.
- Responsible for the planning, implementation, monitoring and review of WWF-Pacific Operations budgets including procurement, training, staffs budget, office running cost to ensure donor requirements are met, cost recovery is optimized, comply with network standards, and a financially sustainable operations for the 3 country offices.
- Responsible as direct line manager of Regional Head of Finance & Admin, Regional Head of Human Resources and Regional ICT Co-ordinator for reviewing individual work plans, managing performance, providing induction, training, coaching, mentoring, continuous improvement and advice to ensure that they understand and carry out their responsibilities to the required standards.

Administration

- Take lead in setting up of new field offices and ensuring on-going administrative support to the offices.
- Take lead in organizational legal compliance including registration, MOU processes and liaison with lawyers as needed.
- Advise the Director Pacific and Country Managers on all statutory and local requirements to ensure the organisation operates in a proper and effective manner. Maintain an awareness of any possible crisis or risk to the organisation and develop mitigation plans that will provide for such contingencies.
- Oversee the Administration function, ensuring adequate Admin support is provided to staff when needed.
- Oversee the preparation and coordination of office activities, not limited to. SMT/RMT meetings, team meetings, team buildings, staff retreats.

Information Technology

- Coordinate with Regional IT Co-ordinator to implement the ICT security policy for the PPO offices to cover the access and usage of all ICT facilities including hardware, software and data files for all WWF data and assets.
- Review and update of all necessary IT system and policies such as backup and safety of data, hardware replacement and maintenance to ensure that the equipment is reliable, maintained and supports business purpose.
- Identify innovative technologies to streamline operations to increase productivity and synergy.
Human Resources

- Monitor annual HR activity work plan to ensure that the organisation attains its objectives as cost-effectively and efficiently as possible.

- Ensure all HR policies and processes are aligned to local labour laws, adhere to Network policies & standards and good practices in country.

- Oversee the recruitment and selection process of all staff at country programmes to ensure local legal compliance, adherence to network policies & standards and good practices. Responsible for SMT/RMT recruitment processes.

- Provide support to Regional Head of Human Resources in the management of the Performance Development Journey, including providing training and advice to line managers and staff on the process, capacity building and support to line managers in providing challenging feedback.

- Lead in Talent identification and management processes including succession planning for key positions. Encourage and maintain sound employee relations by undertaking all necessary consultation and negotiation with staff on HR related issues to ensure that harmonious relationships and effective communications are maintained between management and staff.

- Lead in salary and benefit surveys, and analyse data with the support of Global Compensation & Benefits, Regional and local HR, to ensure that the organisation has accurate and up to date information relating to external pay relativities and has competitive compensation and benefits that are within budget. Ensure compliance to global Compensation and Benefits policies and local legislations.

- Cooperate with HR audit form WWF International and WWF-Asia-Pacific, conduct internal audits to evaluate HR administration of the projects offices, and present audit findings to the SMT/RMT to identify areas requiring attention and ensure audit recommendations are implemented.

- Provide support to Regional Head of Human Resources in co-ordinating with country managers to accomplish workforce planning.

Finance

- Oversee office strategic financial planning, tracking, reporting and co-ordination across all PPO offices.

- Ensure financial systems, policies and procedures are in compliance with local, statutory requirements and adherence to WWF-International reporting and Field Operations and network standards requirements.

- Coordinate with Finance, Audit, Risk compliance from WWF International and WWF-Asia-Pacific, conduct internal audits to evaluate financial compliance of the projects offices, and present audit findings to the SMT/RMT to identify areas requiring attention and ensure office internal audit recommendations are implemented.

- Provide support to Regional Head of Finance in coordinating to other managers to accomplish for workforce planning.

- Take lead on consolidated review of country offices budgets, forecast and quarterly KPIs and provide recommendations to SMT/RMT on any financial matters that need urgent action.

- Responsible for regular finance workforce planning and review to ensure adequate resources and capacity within the finance team across the 3 country offices.
Issue Resolutions, Crisis/Risk Management

- Provide comprehensive advisory and technical guidance to Director Pacific, managers and staff on all aspects of human resources, finance, administration and IT to ensure that the organisation follows policies, procedures, legal requirements, and ensures policies, processes and systems are fit for purpose.
- Advise the Director Pacific on all statutory and legal requirements to ensure the organisation operates in a proper and effective manner.
- Lead on developing, communicating to all staff and implementing a crisis management plan.
- Develop and maintain a risk register of any possible crisis (including risk to the organisation) and develop plans that will provide for such contingencies.
- Act as focal point for Health & Safety while ensuring the organization’s operations comply with health and safety regulations. Investigate and report on accidents and related incidents, recommending any changes that may be necessary.
- Act as focal point for Fraud & Corruption while ensuring the organization’s is fully comply with F&C policy.
- Encourage and maintain sound employee relations by undertaking all necessary consultation and negotiation with staff on personnel issues to ensure that harmonious relationships and effective communications are maintained between management and staff.
- Manage and organize large events of the organization and providing necessary advice to the respective Managers.

III. Requirements

1. Education and Qualification

- Master’s degree in Human Resources Management, Business Management, Business Administration, Finance or in relevant fields.
- Basic knowledge of environmental and conservation issues in the Pacific.
- Thorough understanding of laws and regulations on taxation, labour, financial, health and safety regulations in the Pacific.
- Sound knowledge of information technology to a level to enable sound management of these functions.
- 7 to 10 years of practical experience in office management (Finance and Administration, and/or HR management), 3 years of which should be in the Pacific.
- Experience with regional organisational structures.
- Experience in implementing and monitoring the compliance of human resource and financial system, policies and procedures, preferably the context of an international organization.
- Experience of working in a multi-cultural environment.
- Experience in co-ordinating across several countries to maximise productivity & consistency in organizational standards.
2. **General Skills and Competencies:**
   - Strategic thinker, proven leadership and management skills.
   - Demonstrated experience in developing, implementing, and evaluating strategic / action plans.
   - Demonstrated people management, coaching, mentoring and capacity building/development.
   - Excellent inter-personal skills, with the ability to develop and maintain strong relationships at all levels, both internally and externally with relevant stakeholder and the WWF Network;
   - Strong networking, influencing, communications and negotiation skills.
   - Proven ability to problem solve, manage conflict and risk.
   - Demonstrated planning, organization, time management, and coordination skills.
   - Fluency in written and spoken English language.
   - Proficiency in MS Office.
   - Clearly demonstrates behaviors aligned to the culture of WWF: Strive for Impact, Listen Deeply, Collaborate Openly and Innovate Fearlessly
   - Identifies and aligns with the core values of the WWF organization: Courage, Integrity, Respect & Collaboration.

IV. **Working Relationships**

**Internal**
- Work closely with Country Management Team, Regional Managers, Project Managers, Operations team. Engage with and support WWF-PPO staff

**External**
- Interact regularly with government bodies, donors, counterparts, banks, tax agents, external auditors, consultants, suppliers. Engage with other organisations on HR, financial & IT systems and practices for learning and sharing

This JD covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively form staff. Other tasks may be assigned as necessary according to organizational needs.

Prepared by Supervisor: ___________________________ Date: ________________

Approved by Director Pacific: ___________________________ Date: ________________

Accepted by Employee: ___________________________ Date: ________________