



# Project / Operations Manager – Schools Construction & Rehabilitation Programme in KP & Punjab (SCRP)

**Contract Type:**

Fixed Term

**IMC Grade:**

Senior/Principal Consultant

**Responsible to:**

Team Leader (SCRP) and Project Director (South and South East Asia Regional Director)

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## The Role

We are looking for an exceptional individual to join the South Asia and South East Asia Team at IMC Worldwide who shares our passion for development and improving the lives of others.

The candidate will be immediately mobilised to work on the Schools Construction and Rehabilitation Programme which is running in Khyber Pakhtunkhwa and Punjab (SCRP).

The programme is scheduled to run until March 2020 and the role will be fixed term until then.

SCRP is being implemented by IMC Worldwide and is working on behalf of DFID (Department of International Development/UKAID) and DFAT (Department of Foreign Affairs and Trade of Australia), with the Governments of Khyber Pakhtunkhwa and Punjab to provide additional infrastructure and missing facilities to existing school compounds across both provinces.

In certain cases, SCRP is also rehabilitating existing schools' components. The total budget allocated for this project is £165 million.

Further information on the programme can be found here <http://humqadam.pk/about-us/>.

The candidate will be based at the Project Headquarters in Islamabad although travel to the provinces may be required subject to the security situation.

This project provides the platform for a consultant to play a key part in supporting the project team to tackle daily programme challenges and build on opportunities to ensure success. The work requires coordination and interaction with a wide range of stakeholders including the Project Heads of Department, Team Leader, Deputy Team Leader, DFID, Visa office, Project Managers from other DFID programmes etc.

## Main responsibilities

- **Customer Relationship Management**  
Support the TL and DTL in liaison with DFID relating to operational issues; support the TL and DTL in managing internal relationships with department heads and management staff at the Provincial and District level; Support the TL and DTL in managing external relationships.
- **Team Management**  
Provide day to day management of the HR, admin, and IT staff members ensuring that each department within operations is meeting its performance targets and Key Performance Indicators; assisting the management team to deal with all emerging priority issues relating to operations. Lead the mobilisation and demobilisation of all international staff
- **Operations and Project Management**  
Responsible for overseeing IMCs value for money responsibilities; IT management; HR management (including recruitment) and Administrative Management and generally ensuring that operation policies for the operation functions are in place, appropriate and compliant with the law in Pakistan, and adhered to. Plan, co-ordinate and execute phase closure or project shut down.
- **Reporting**  
Managing the preparation of progress reports for Head Office in UK and flagging any issues for early resolution; supporting in the production of quarterly reports for the Client. Support internal knowledge management and production of external knowledge products.

## Team Environment

You will be temporarily seconded to the South and South East Asia team (currently a team of 4) but will be working remotely from our office in Islamabad.

The working environment is friendly, informal and creative, but we are uncompromising on the quality of work we deliver to clients. In return for your hard work, you will have the opportunity to develop your skills and grow with the business.

**Contract:** Fixed Term

**Hours of work** – This role is a full-time position. Full-time working hours are 37.5 per week.

**Location** – Islamabad, Pakistan

**Salary** – Competitive salary depending on experience. Whilst based in Islamabad, an overseas allowance will be payable.

**Annual leave** – 25 days annual leave plus public holidays. The holiday year is 1st January – 31st December.

**Benefits** – Buying and selling of annual leave scheme, health cash plan scheme, life assurance scheme, private medical insurance, company contributory pension scheme and cycle to work scheme.

IMC also supplies free refreshments and fruit, and there is a dress down day every Friday.

**Closing date for applications is 27 March 2019 at 5pm.**

**Your covering letter should also include your salary expectations. First interviews will be held w/c Monday 1 April 2019.**

If you would like to get more information about the role or the programme before applying, please contact Katie Macleod, Associate Regional Director, South Asia and South East Asia  
[katie.macleod@imcworldwide.com](mailto:katie.macleod@imcworldwide.com)

## PERSON SPECIFICATION: Operations Manager –SCRP

	Essential	Desirable
<b>Qualifications, understanding &amp; training:</b>		
Degree qualification	X	
Masters qualification in a related subject		X
<b>Experience:</b>		
Proven track record in this field	X	
Business Development experience	X	
Provision of consultancy services in a recognised international development consultancy	X	
Previous experience in the preparation of donor-funded project tenders and proposals	X	
International development experience, including in a developing country context particularly Africa or South Asia	X	
Significant programme/project management experience	X	
<b>Abilities &amp; skills:</b>		
Strong interpersonal skills	X	
Innovative flair	X	
Good negotiation skills	X	
Confidence and enthusiasm	X	
Good attention to detail and ability to carry out administrative tasks	X	
Excellent project planning skills	X	
Excellent organisational skills and the ability to multi-task under tight deadlines	X	
Flexible and adaptable with an ability to adapt appropriately within various situations	X	
Co-operative and supportive team player	X	
Excellent verbal and written communication skills	X	
<b>Personal:</b>		
Self-motivation and pro-active attitude	X	
Willingness to travel internationally	X	
Flexible attitude to meet the needs of the role	X	
Commitment to IMC's objectives, ethics, values and Equalities and Diversity Policy	X	
Excellent work ethic	X	
Self-motivation and pro-active attitude	X	

## IMC Competency Framework: Operations Manager –SCRP

Competency	D	I Senior Consultant	A Principal Consultant	S
IMC Values and Ethics		X	X	
Business Insight		X	X	
Bid and Project Management		X	X	
Technical/Area specialisation		X	X	
Relationship Management and Working with Others		X	X	
Leadership and Resilience		X	X	
Impact and Influence		X	X	
Decision Making and Planning and Organising		X	X	
Results Orientation and Continuous Improvement		X	X	
Financial and Commercial awareness		X	X	

### Key:

*D – Developing*

*I – Independence*

*A – Accomplished*

*S – Senior Management Level*