

Position Description

Program Director - HLC



Credit: Reginald Ramos/DFAT

Position Title	Program Director – Humanitarian Logistics Capability
Work Area	Humanitarian Logistics Capability Program
Supervisor	Contractor Representative
Incumbent	

Tetra Tech International Development

Tetra Tech has a 40-year history in successfully delivering international development projects on behalf of donors around the world. Our people work side by side with local partners to support stability, economic growth and good governance, positively changing people’s lives.

Tetra Tech International Development is part of Tetra Tech, a global consulting firm. The International Development team implements and manages projects designed to strengthen social and economic infrastructure and improve the lives of people in the Asia Pacific region.

We welcome applicants of all genders, disabilities, ages, ethnicities, and language groups.

Our Values

We are a values-based organisation. Our values reflect who we are and what we stand for, and we strengthen our engagement with colleagues, partners and clients through our shared values and behaviours.



Overview of the Humanitarian Logistics Capability

The Australian Department of Foreign Affairs and Trade (DFAT) Humanitarian Logistics Capability (HLC) facilitates the timely, effective, and flexible delivery of the Australian Government’s humanitarian assistance and emergency relief program around the world, providing high quality, multifaceted, flexible and responsive project management and humanitarian supply chain solutions in support of Australia’s Humanitarian Emergency Relief activities.

The goal of HLC is to facilitate humanitarian action that saves lives, alleviates suffering, and enhances human dignity during and in the aftermath of conflict, disasters, and other humanitarian crises. The HLC warehouse in Brisbane maintains the largest stockpile of prepositioned humanitarian emergency relief supplies within the

Southern Hemisphere, with the capacity to respond to three simultaneous crises and can support at least 11,000 families – or 55,000 people.

The HLC maintains core capabilities to perform critical tasks across six functional areas: Logistics Planning and Coordination; Procurement; Warehousing; Shipping and Transport; Deployment Support and Technical Assistance and Program Management and integrates cross-cutting, thematic priorities of Gender Equality, Disability and Social Inclusion (GEDSI), Greening, Localisation, Innovation, Partnerships and Indigenous engagement into all operations and activities

Tetra Tech International Development, as the Implementing Contractor for the HLC, will work closely with DFAT, other Commonwealth response capabilities, international organisations and humanitarian partners to implement HLC operations and activities across all aspects of program management and delivery.

Purpose and Objectives

About the role

- Ideally based in Brisbane, the HLC Program Director will fill the senior leadership role in HLC, providing both strategic and operational leadership with responsibility for the overall management of all aspects of HLC program implementation.
 - The Program Director will engage strategically with DFAT and with a wide range of development and humanitarian partners and other stakeholders to develop respectful, collaborative relationships that enable effective coordination, dialogue and efficient program delivery.
 - Working with HLC team members and Tetra Tech Corporate staff, the Program Director will be responsible for establishing a strong program culture which enables high levels of individual and team performance and maintains an inclusive and psychologically safe workspace where learning leads to increased effectiveness. The desired end state is an HLC that is an adaptive, high-performing program that is recognised and respected as a trusted humanitarian partner and fully integrates HLC's cross-cutting, thematic priorities of Gender Equality, Disability and Social Inclusion (GEDSI), Green Humanitarian Action, Locally Led Humanitarian Action, Innovation, Partnerships and Indigenous engagement to achieve its End of Program Outcomes.
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Key Responsibilities

Program Leadership:

Lead all HLC governance and management providing:

- Strategic direction, guidance and oversight of program activities
- Direction and management of program-level operations and performance
- Clearly established accountabilities for performance and governance of HLC
- Enabling and ensuring responsive and adaptive decision making
- Leadership of strategic planning, portfolio-wide support, oversight, advice and direction across the program's operations and activities
- Management of the development, implementation and refinement of HLC strategies, policies, plans, and processes and procedures across the functional areas of Logistics Planning and Coordination; Procurement; Warehousing; Shipping and Transport; Deployment Support and Technical Assistance and Program Management.
- Management of the development, implementation and refinement of HLC strategies, policies, plans and processes and procedures, to include the integration of cross-cutting thematic priorities.
- Fostering an inclusive and supportive environment and establishing a high-performing organisational culture.

Contract Management:

- In conjunction with the Contractor's Representative, responsible for reporting directly to DFAT on compliance in accordance with the Head Contract/Deed and any Services Orders.
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Key Responsibilities

- Responsible for the day-to-day management and implementation of the Contract and Services Orders and delivery of the Services in an economical, efficient, effective and ethical manner to achieve desired outcomes in a way that maximises value for money.
- Ensures compliance with DFAT policies in delivering the Contract. This includes, but is not limited to, delivering the Services and Contract in a manner that supports and advocates Australia's development priorities, keeps DFAT regularly informed of emerging risks, and manages mitigations to reduce risks.
- Ensures compliance with DFAT communications, information, advice and reporting requirements in delivering the Contract to include providing technical advice, accurate and timely operational information, financial status and establishing and ensuring regular communication of performance information to DFAT.
- Provide biannual briefings to DFAT senior management and support the annual contract review.

Operational Management of Contractor Services:

Supervise the delivery of HLC operations and activities across functional areas and core capabilities including:

- Logistics Planning and Coordination: Logistics Advice and Planning; Logistics Capacity and Mapping and Assessment; Stock Strategies and Logistics Coordination.
- Procurements: Ongoing Procurements; Supplier Management; Framework Agreements and Emergency Procurements.
- Warehousing Operations and Management: Reception of Stock; Dispatching; Stock Visibility; Stock Management; and providing operational access to humanitarian partners.
- Shipping and Transport: Local Transportation; Import and Export; Air Freight; Sea Freight; Tracking and Visibility and Liaison with Australian Defence Force (ADF).
- Deployment Support and Technical Assistance: Deployments of Core or Surge Staff; Logistics Support to Operational Partners and engagement of Technical Advisors.
- Ensuring GEDSI principles and initiatives are integrated into all HLC activities.
- Ensuring green humanitarian action principles and initiatives are integrated into all HLC activities.
- Ensuring localisation principles and initiatives are integrated into all HLC activities.
- Ensuring that HLC adapts to and incorporates appropriate improvements in technology and innovation into HLC activities, particularly in Monitoring, Evaluation, Research and Learning (MERL).
- Ensuring that HLC has systems and processes to prevent and address child protection and Protection from Sexual Exploitation, Abuse and Harassment (PSEAH) in its operations.
- Monitoring, accountability and learning for HLC programmatic results, including strengthening the visibility for last mile delivery over time.

Stakeholder and Relationship Management:

Managing the partnership development, coordination and governance aspects of operating HLC including:

- Communicating the capabilities of HLC across program stakeholders.
- Establish and maintain relationships with other relevant DFAT- funded humanitarian and development programs and partners to ensure complementarity and cooperation in HLC operations and activities.
- Establish and maintain relationships with operational partners including designated ADF units, Disaster Assistance Response Teams (DART) from Queensland Fire Department and Fire and Rescue New South Wales, the Australian Medical Assistance Team (AUSMAT) the Australia Assists program, and others.
- Establish and maintain relationships with humanitarian partners including UN agencies such as UNICEF and the World Food Programme, as well as humanitarian NGOs, Australian Red Cross and others.
- Establish and maintain relationships with supported partners including in-country National Disaster Management Offices or equivalents.
- Any other tasks and responsibilities that are requested by the Contractor Representative, in close liaison with DFAT.
- Serve as an active ambassador on behalf of the HLC program and Australia's humanitarian action as required.
- Represent Tetra Tech International Development and the HLC program as a member of the Tetra Tech Team Leader Forum, connecting the program with other relevant programs and partners to increase complementarity, cooperation and collaboration across areas of shared interests and opportunities for better practice.

Selection Criteria

Qualifications:

- University degree or equivalent professional qualifications in a relevant discipline (e.g. development, disaster risk management, humanitarian) or a related discipline (e.g. program management, logistics and supply chain management). Significant demonstrated experience will be accepted in lieu of a formal tertiary qualification.
- Excellent theoretical base or knowledge in relevant subject areas, with demonstrated ability to translate theory into practice.
- Excellent thematic and regional expertise in subject areas and program management in varying Indo-Pacific humanitarian contexts.

Experience:

- Demonstrated experience in creating high performing teams (to include technical short and long term advisors) and programs that comply with and deliver outcomes consistent with Australia's International Development Policy.
- Proven ability to think and operate strategically, identifying the fundamental factors critical for success, and designing and developing plans and solutions that operationalise strategies into better practice.
- Demonstrated experience in team and resource management including planning, budgeting, financial management, performance and risk management for international development programs. Understands the operational linkages between plans and activities and adaptively manages resources to efficiently and effectively meet program needs.
- Anticipates and identifies areas of risk and opportunity early and addresses them through proactive interventions.
- Demonstrated practical experience in developing and delivering fit-for-purpose development outcomes or humanitarian responses in the Indo-Pacific context through technical or program management roles.
- Demonstrated experience in integrating programmatic (planning, budget, financial management, human resources) and cross-cutting thematic inputs into effective program delivery.

Knowledge and Skills:

- Demonstrated ability to work in a politically and culturally competent and informed manner in activities and operations across different country contexts with diverse stakeholders representing program partner governments, affected populations, regional organisations, international and non-governmental organisations (NGOs), civil society organisations (CSOs) and donors. Possesses the ability to patiently identify opportunities to connect, develop and strengthen sustainable relationships built on mutual interest, respect and trust.
- Demonstrated ability to communicate with contextually appropriate and effective clarity to a wide range of audiences – translating theoretical concepts, strategic rationales, and technical jargon into practical importance for the designated audience in the local context.
- Demonstrated knowledge of Australia's International Development Policy and Humanitarian Policy including how HLC activities, outcomes and thematic priorities align to and support these policies.
- Extensive relationship building and representational skills, including experience in liaising with representatives of partner government organisations.
- An understanding and experience with gender responsive and inclusive development within the international development and humanitarian sectors.
- Ability to anticipate and identify future challenges and risks that may impact the program and take appropriate steps to ensure stability and sustainability for the program.
- Stays up to date and informed on key humanitarian trends and challenges within the wider geopolitical and development ecosystem.

Personal Attributes:

- Strategic thinker with the ability to lead the exploration and identification of new opportunities for program impact in the HLC cross-cutting themes of localisation, GESDI and green humanitarian action.
- Intellectually curious with the ability to work with a wide network of technical experts and peak bodies to create new knowledge and craft new ways to operationalise thematic priorities into fit for program actions that enable outcomes.

Selection Criteria

- Excellent leader that creates a culture of learning, development and information sharing across the team.
- Engaging and personable with diplomatic interpersonal skills and an ability to build, maintain and facilitate relationships with key stakeholders.
- Empowering managerial style, with the ability to gain confidence and drive high performance, build capacity, and further team member's development. A leader who models a positive and open working style that supports individuals and strengthens team performance.
- Skilled change agent with the ability to bring clarity, set direction, influence and enrol others to a shared vision.
- High level of organisational agility and the ability to navigate and manage complex issues. A leader who has the ability to assess new information and adapt accordingly, utilising good judgement, flexibility and adaptability.
- A high degree of personal initiative, lateral thinking, and ability to work under pressure.
- A calm and composed manner under all circumstances, while fostering a climate of stability and collaboration.
- Comply with, and advocate for, DFAT's policies on cross-cutting issues, including gender, disability, fraud and anti-corruption, PSEAH, child protection and environmental and social safeguards; and
- Behave ethically and appropriately at all times consistent with the intent of DFAT's Ethics, Integrity and Professional Standards Policy Manual.
- Ability to travel domestically and internationally, as required.
- Ability to respond to the complex and challenging circumstances of emergency response to include out of hours requests (when required).

Code of Conduct

In accordance with Tetra Tech's Code of Conduct and Client Service Standards, all staff are expected to display professional behaviour, communicate respectfully, and perform their duties responsibly.

Child Protection

Tetra Tech International Development is committed to protecting the rights of children. We reserve the right to conduct police checks and other screening procedures to ensure a child-safe environment.

Gender Equality, Disability and Social Inclusion

Tetra Tech International Development does not discriminate on the basis of ethnicity, race, colour, religion, disability, sex, sexual orientation, gender identity or expression, national origin, veteran status, marital status, or any other identity. We strongly encourage applications from minoritised groups and promise to ensure our application process is accessible and inclusive.

Preventing Sexual Exploitation, Abuse and Harassment

Tetra Tech has a zero-tolerance approach to sexual exploitation, abuse and harassment ('SEAH'), child abuse and exploitation, modern slavery and safeguarding related retaliation, and this zero-tolerance extends to inaction. Tetra Tech is committed to being a child safe organisation, and to promoting a culture that supports gender equality, and addresses the gendered drivers of violence against women and children. It is committed to fostering a culture where we prevent and respond decisively and appropriately to harm against people, and that all people are treated with dignity and respect, irrespective of country, program, or office where we work. This will require compliance with Tetra Tech's Safeguarding and other Codes of Conduct and our associated safeguarding policies (Child Protection and Child Safety, Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) policy and procedure, and Modern Slavery. Any successful applicants will be required to undertake satisfactory referee and criminal record checks prior to being appointed to any position.

Tetra Tech does not charge money or any kind of fee at any stage of the recruitment process (this includes applications, interviews, meetings, processing, administration, service and training). Tetra Tech will never ask for your sensitive information, such as bank account or other login details, including username or password.

A position description is not intended to limit the scope of a position but to highlight the key aspects of the position. The requirements of the position may be altered in order to meet the changing operational needs of Tetra Tech International Development.