

Position Description



Position Title	Operations Manager
Work Area	Australia Awards Philippines
Supervisor	Program and Partnerships Director
Incumbent	Vacant

Tetra Tech International Development

Tetra Tech has a 40-year history in successfully delivering international development projects on behalf of donors right 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.

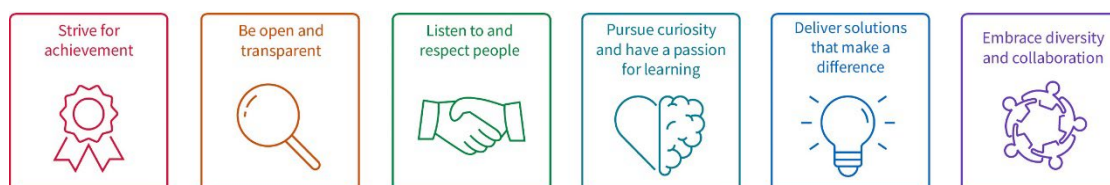
Tetra Tech International Development is part of global consulting firm Tetra Tech. The International Development team implements and manages projects designed to strengthen social and economic infrastructure and improve the lives of people in the Asia Pacific region.

Every Tetra Tech relationship is built on trust. Trust that is hard-earned through our proven expertise, our depth of global experience and our commitment to stay one step ahead. We create value throughout the project lifecycle and deliver vital international and local development projects for our clients. Our united group of specialists take enormous pride in collaborating with our project partners. By digging deeper. Thinking smarter. And seeing further. All so we can deliver the smartest solutions, every time.

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

Our Values

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



Overview of Australia Awards Philippines

The Australia Awards Philippines (AAP) supports the selection, mobilisation and reintegration of Filipino Australia Award recipients. The investment also supports short courses, fellowships and learning visits, and facilitates ongoing engagement between Australia and Australian-educated Filipino alumni. AAP strengthens bilateral cooperation by fostering people-to-people and institutional links between Australia and the Philippines.

AAP provides access to prestigious long and short-term study and training opportunities consistent with AAC's Goal. AAC program core components are:

- Australia Awards Scholarships;
- Australia Awards Short Courses; and
- Australia Awards Enabling Activities (including the Equity Pathways Program, On-Award Enrichment, Alumni Engagement and other targeted initiatives that align with Philippines development priorities).

Strengthening Gender Equality, Disability and Social Inclusion (GEDSI), localisation and climate change considerations, are cross-cutting priorities of the program.

Purpose and Objectives

The Operations Manager is responsible for leading the operational functions of Australia Awards Philippines, ensuring effective, efficient and compliant program delivery. The role has oversight of operations, procurement, human resource administration, risk and compliance, office management and operational planning.

Working closely with the Program and Partnerships Director and program managers, the Operations Manager ensures systems, processes and services support program objectives and meet DFAT, Tetra Tech and local regulatory requirements.

The position provides leadership to operational support staff and drives continuous improvement across operational systems, processes and service delivery.

Key Responsibilities

Key responsibilities include

- Manage office operations, administration, facilities, assets and logistics to support program implementation and business continuity.
- Support development, implementation, review and revision of program level policies, processes and procedures across program functional areas (e.g. finance, procurement, operations, HR, risk management, etc) to ensure improved efficiency and sustainability.
- Oversee procurement and contract administration activities, ensuring value for money, transparency and compliance with DFAT, Tetra Tech and local requirements.
- Manage human resource administration functions, including recruitment, onboarding, workforce processes, employee records and implementation of organisational policies and procedures in partnership with Corporate HR.
- Establish and maintain effective operational systems, processes and controls that support accountability, efficiency and service quality.
- Ensure effective governance, risk management and compliance practices are embedded across operational activities, including safeguarding, fraud control, privacy and records management requirements. Support operational planning, budgeting, resource allocation and reporting to ensure the effective use of program resources.
- Build and maintain productive relationships with staff, service providers, partners and other stakeholders to support program objectives.
- Lead, supervise and develop operational staff, fostering a collaborative, inclusive and high-performing team culture.

Key Responsibilities

- Drive continuous improvement initiatives that strengthen operational performance, compliance and service delivery across the program.
- Ensure program risk management actively promotes and supports the program's Gender Equality, Disability and Social Inclusion Strategy and is in compliance with DFAT's Child Protection and Protection from Sexual Abuse, Exploitation and Harassment Policies.
- Undertake other duties reasonably required to support the achievement of program objectives.

Selection Criteria

Qualifications

- Relevant tertiary qualifications in business, management, administration, human resources, procurement, international development or a related discipline, or an equivalent combination of qualifications and relevant experience. Relevant certification in procurement or contract management is desirable.
- Postgraduate qualifications are desirable.

Experience

- Demonstrated experience managing operational functions within a complex organisation, program or project environment.
- Experience overseeing procurement, contract administration and supplier management activities.
- Experience managing human resource administration functions and supporting the implementation of workforce policies and processes.
- Experience leading and developing staff, including the allocation of work, performance support and capability development.
- Experience establishing or improving systems, processes and controls to support operational effectiveness and compliance.
- Experience working in donor-funded, international development, government or similarly complex operating environments is desirable.
- Experience working in the Philippines or a comparable context is desirable.

Knowledge and Skills

- Strong operational management, planning and organisational skills.
- Sound understanding of governance, risk management and compliance principles.
- Demonstrated ability to manage competing priorities and deliver quality outcomes within agreed timeframes.
- Strong problem-solving skills, including the ability to exercise sound judgement and make appropriate decisions or recommendations.
- Ability to identify issues, assess risks and escalate matters appropriately.
- Strong stakeholder engagement and relationship management skills with the ability to work effectively across diverse teams and partner organisations.
- Excellent written and verbal communication skills, including the ability to prepare reports, correspondence and briefing materials.
- High-level proficiency in Microsoft Office applications and experience using operational systems and databases.

Personal Attributes

- Demonstrates integrity, professionalism and accountability.

Selection Criteria

- Collaborative and inclusive leadership style.
 - Strong attention to detail and commitment to quality.
 - Adaptable, resilient and solutions-focused.
 - Commitment to continuous improvement and fostering a positive workplace culture.
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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 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 minoritized 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.