

Job details	
Job title: Programme Officer, Zambia	Line Manager title: Programme Manager, Zambia
Grade: JG7	Direct reports: Programme Assistant, Southern Africa
Department: Zambia Country Programme	Location: Lusaka, Zambia
Job summary	
<p>The Programme Officer will support the country team with the coordination of project management activities including during project design and formulation, mobilisation, implementation, and closure. S/he will ensure the development and management of appropriate mechanisms for monitoring and evaluation. The Officer will be expected to manage Communications requirements for the country programmes, and support with the management of project-related safeguard requirements. S/he will also be responsible for aligning the programme's knowledge management goals and practices to TMA's strategy and ensuring that internal and external knowledge management solutions involve commitment for long-term value to be realised. The Programme Officer will also be responsible for providing comprehensive finance, administrative, and logistical support to the Country Office and will be responsible for ensuring the quality-of-service delivery is consistent, efficient, responsive, and seamless in the Country Office. This will include ensuring effective coordination with the relevant regional teams in these areas.</p>	
Roles and responsibilities	
Supporting programme delivery <ul style="list-style-type: none"> • Provide support to the country teams in the strategic development of country programmes by providing input in strategy development, Project Appraisal Reports (PARs), and project formulation. • Perform analytical, diagnostic, and assessment of data requirements for the implementation of country-specific projects and provide support in the management of data collection for baselines, reviews, and evaluations. • Provide support to Project Leaders with the management of consultants, procurement documentation, generation of tender processes through the Contract Management System (CMS), and participation in bid evaluations. • Provide support in updating documentation on the Management Information System (MIS), including work plans, monitoring plans, and risk plans. • Provide support to country teams during quarterly and annual reporting through MIS and completion of Programme Progress Quarterly, and Annual Progress Reports. • Provide support to country teams in initiating project closeout procedures and ensuring project documentation on evaluations, research, and lessons learned are up to date. • Draft outgoing correspondences such as official communication to partners, respond to incoming letters, e-mails, and any other correspondence as necessary. • Correspond with vendors to solicit price quotations for the supply of goods and services. • Handle routine data entry to the TMA financial management system. • Processing of invoices to facilitate payment and reconcile travel expenditures to ensure accountability. • Support Zambia asset register management and maintenance of all fixed and minor assets. 	

- Process regular cash flow analysis for the Country Programmes.
- With support from the regional team, ensure liquidity of all bank accounts, and support bank reconciliations.
- Support Project Leaders with the maintenance of accurate project documentation

Monitoring and evaluation

- Manage and coordinate the Country programme's Monitoring and Evaluation (M&E) requirements with the programme's priority beneficiaries (government institutions, private sector, and civil society organizations) in establishing M&E systems. These include the development of baseline data, indicators of success, targets, results chains, and monitoring plans.
- Liaise with implementing partners in the collection and submission of required reports and data on the progress of monitoring plans and activities.
- Provide oversight and support to the country team on M&E systems, plans, and processes.
- Liaise closely with the Results team on implementation progress, preparation of periodic reports, review of new proposals, and lessons learned, to ensure consistency and complementarity between country and regional programmes.
- Provide regular updates on the progress of Zambia's projects on the Results Management Information Systems (RMIS).
- Manage the country programme's results framework and update it regularly.

Communications

- Manage the programme's corporate communications budget to ensure sound impact and Value for Money (VFM).
- Participate in developing content, and ensuring regular updates, on project activities, for the general TMA website and the Zambia Country page.
- Liaise with the TMA Communications team to develop "common-man stories" on TMA Zambia projects and prepare/write press releases on key TMA Zambia events and share these with the national and/or regional media sphere.
- Support the organization of TMA Zambia-supported events and coordinate reporting of these in the media and to other TMA offices.
- Liaise with the Communications team to organise internal and external events and media training.
- Liaise with the Sustainable and Inclusive Trade (SIT) Unit to streamline climate change, gender inclusivity, and safeguards standards in programme/project management cycle.

Knowledge management

- Oversee the regular production of TMA Zambia's knowledge materials including publications, policy and research studies, economic research papers, and briefs.
- Coordinate work with TMA Zambia consultants on setting up a national knowledge-sharing platform, possibly hosted/managed by TMA Zambia, to ensure sharing of research papers between interested parties at national and regional levels.
- Create a library of all necessary information on the national context, projects, and implementation progress towards EAC integration to be managed by the Zambia programme.
- Organise regular learning events with colleagues and partners.

- Develop strong relations with regional offices and country programme to ensure coordinated knowledge management.

Finance and Administration

- Provide finance and administration support to the Country Director and team.
- Ensure advances, surrenders, and vendor payments are processed on time.
- Maintain the bank account for the Zambia Country Programme.
- Manage procurement of office supplies ensuring quality and cost control of all goods and services procured to support TMA administrative operations.
- Follow up on audit recommendations and liaise with the Programme Manager and Country Director to ensure they are addressed.
- Provide HR and ICT support for the Country office.
- Assist with preparation for conferences, meetings, seminars, and workshops including following up with external participants, preparing and distributing agendas, and reserving rooms.
- Coordinate all meetings, workshops, and staff activities including travel, etc.
- Prepare financial management reports as may be required by the country programme and the regional office including preparation and monitoring of the budget.
- Ensure adherence to internal controls, processes and procedures.
- Participate in regular team meetings and provide updates on issues of interest.
- Supervise the Office Assistant, driver, and/or local provider of transport services.
- Ensure appropriate treatment of assets purchased on behalf of recipients/partners.
- Participate in regular team meetings and provide updates on issues of interest.
- Handle routine data entry to the TMA financial management system (Navision), assisting with the processing of invoices to facilitate payment and reconcile travel expenditures to ensure accountability.
- Draft basic communication including meeting agendas and minutes of meetings, etc.
- Develop and maintain a filing system with up-to-date project information, programmes, and other files (both paper and electronic).
- Handle incoming inquiries by responding or redirecting, initiating follow-up, and problem-solving.

Other Responsibilities

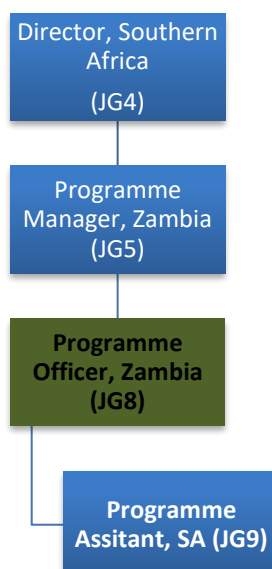
- Apply the highest standards of controls and risk management practices and behaviors and embed a positive risk and control culture.
- Demonstrate prudence, sound judgment, and appropriate and timely escalations in the management of all types of risk (including fraud risk) applicable to my role.
- Understand and comply with the relevant end-to-end processes including applicable risks and controls.
- Seek to identify, understand, and escalate risk events/incidents/ issues on a timely basis focusing on fixing root causes and taking ownership of identified mitigating actions.
- Complete all relevant mandatory training within the stipulated timelines.
- Documents and promotes lessons learned and best practices for knowledge sharing and learning.
- Promote and adhere to TMA's core values and ensure compliance with organisational policies and procedures.
- Participates in regular informal and formal reflection, knowledge sharing, and learning events.
- Maintain zero tolerance for bribery, fraud, and corruption, and ensure the immediate reporting of any corruption or suspect behavior that threatens TMA's reputation.

- Adhere to the safeguarding policies and procedures and immediately report any safeguarding concerns
- Any other related responsibilities that may be assigned by the line manager from time to time.

General

- Apply the highest standards of controls and risk management practices and behaviors and embed a positive risk and control culture.
- Demonstrate prudence, sound judgment, and appropriate and timely escalations in the management of all types of risk (including fraud risk) applicable to the programme officer's role.
- Understand and comply with the relevant end-to-end processes including applicable risks and controls.
- Seek to identify, understand, and escalate risk events/incidents/ issues on a timely basis focusing on fixing root causes and taking ownership of identified mitigating actions.
- Complete all relevant mandatory training within the stipulated timelines.
- Participate in regular informal and formal reflection, knowledge sharing, and learning events.
- Document lessons learned and best practices for knowledge sharing and learning.
- Promote and adhere to TMA's core values and ensure compliance with organisational policies and procedures.
- Maintain zero tolerance for bribery, fraud, and corruption, and ensure the immediate reporting of any corruption or suspect behavior that threatens TMA's reputation.
- Any other related responsibilities that may be assigned by the line manager from time to time.

Organisational positioning



Academic and professional qualifications

- Undergraduate degree in Social Sciences, Business Administration, Development Studies, Finance, or a related field
- Professional qualifications in Project Management, M&E or Communications will be an added advantage.

Work experience

At least five years' relevant experience for undergraduate degree holders (**at least three years' relevant experience for postgraduate degree holders**) in managing and coordinating projects, including monitoring and evaluation, knowledge management, and communications activities for donor-funded programmes.

Technical skills and behavioural competencies

- A good understanding of the Project Management Cycle (PCM) good practice from start to finish.
- Proficiency in MS Office applications and use of social media and e-platforms for knowledge sharing.
- Excellent written and oral communication skills.
- Experience in data collection/survey administration, data analysis, and use of results management information systems to aid monitoring of projects.
- Excellent teamwork and interpersonal skills with the ability to build good working relationships.
- Ability to handle multiple tasks and provide regular feedback on progress.
- Sense of initiative, creativity, and enthusiasm.
- Strong planning and organising skills, ability to prioritise, pay attention to detail and work with minimum supervision.

Risks associated with the position

- Data Management and Integrity Risk due to data mishandling, loss, or inaccuracies, which could impact project assessments, financial reconciliations, and overall programme integrity.
- Compliance and Regulatory Risk due to failure to comply with TMA's and donor regulations which could lead to audit queries, financial mismanagement, or legal consequences.
- Communication and Public Relations Risk due to inappropriate handling of information which could damage TMA's reputation and relationships with partners, stakeholders, and the public.

Sign off

Job holder name:	Signature: _____	Date: _____
Line Manager name:	Signature: _____	Date: _____
Counter-signing Quality Assuror (CQA) name:	Signature: _____	Date: _____