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## Position Description

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Vacancy Title: **Director Operations**

Location:

Reports To: **None**

### Objective

The Director Operations provides overall management and coordination of all programmes and projects. This includes building and maintaining strong relationships with members, donors, and development partners, effectively managing staff, and supporting the CEO. The role also works closely with the Manager Finance & Corporate Services to ensure financial accountability and feasibility of all programmes and projects. The position reports to the CEO.

### Outcomes

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#### Organisational Stakeholders

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##### 1. Strategic goals supported through effective leadership and oversight

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- Contribute to strategic planning and implementation.
  - Provide strategic risk management support and advice.
    - Ensure risks are effectively managed to achieve PDF's strategic goals.
  - Contribute to the development, implementation, and monitoring of policies and procedures.
  - Establish and maintain best practice systems and procedures.
  - Ensure efficiency, quality, and continuous improvement of systems and services.
  - Lead and manage the enablement team effectively.
    - Motivate and support staff to strengthen their skills, competencies, and experience.
    - Ensure operational goals and objectives are achieved.
    - Develop and monitor annual work plans for all staff.
    - Discuss staff development needs with individuals and the Senior Management Team.
  - Convene timely and productive staff meetings.
  - Plan and schedule resources to meet operational requirements.
  - Provide capacity-building support to strengthen PDF as a customer-focused organisation that empowers staff and members.
  - Resolve stakeholder concerns, employee issues, operational challenges, and requirements.
  - Promote innovation, professionalism, efficiency, and productivity across projects and programmes.
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##### 2. Effective management and coordination of all programmes and projects

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- Effective management of senior staff and relevant project/programme teams delivers desired outcomes and objectives
  - Oversight provided on the development and implementation of project/programme frameworks and plans
    - Various project/programme elements are properly coordinated including scoping activities, project plan development & execution, acquiring legal & regulatory sign offs & project reporting
    - Donor and PDF policy management is compliant
    - Project planning of implementation, budget, equipment procurement, human resources, etc. accounted for
    - Clear understanding of the project lifecycle process and the requirements ensured for successful project and actively chasing of application
      - Implementation schedules, budgetary controls and quality assurance are developed and implemented
  - Project/programme briefs and papers submitted by Managers for project funding are reviewed for improvement and approval
  - Project/programme funding is monitored and utilised accordingly
    - Relevant budgets are constantly reviewed with Manager Finance and Corporate Services
  - Project/programme planning, policies and procedures are reviewed regularly and with leadership to ensure development in line with best practice
  - Effective relationships with donors, partners and relevant agencies are initiated and maintained
  - Leadership of all projects/programmes ensuring continuous improvement with regular discussion of issues relating to programme planning and delivery,
    - Decisions/recommendations communicated to CEO and Board
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##### 3. Facilitation and oversight of programme and project administration

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- Ensure CEO sign-off for agreements with donors.
  - Review and approve donor monitoring reports prepared by programme and project staff.
  - Provide oversight of programme monitoring and evaluation.
  - Contribute to the development, approval, and implementation of programme and project policies and procedures.
  - Represent PDF effectively in public forums.
  - Lead or attend internal and external meetings as required by the CEO.
  - Provide leadership and input into the development of disability policy and practice.
  - Contribute to the preparation of CEO Board reports.
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#### 4. Management of donor and stakeholder relationships ensured

- Build and maintain strong relationships to ensure projects are delivered to sponsor expectations.
  - Develop and negotiate contracts and budgets where required.
  - Provide timely and accurate reporting on project progress and completion.
- Maintain partnerships to optimise resources, share information, and align with regional and international stakeholders.
  - Manage ongoing relationships with key partners such as DFAT and MFAT in line with contractual obligations.
  - Provide advisory updates and documents to donors on project and programme status.
- Maintain open communication lines for knowledge sharing, resources, and information support.
- Convene regular meetings to reinforce stakeholder relationships.
- Establish new partnerships and joint initiatives through collaboration and advocacy.
- Invite stakeholders to attend symposia, events, and meetings hosted or supported by PDF.

#### 5. Organisation's image and value standards demonstrated and promoted

- Collaborate with other teams across the organisation to achieve shared goals.
- Monitor and encourage staff to uphold the organisation's image and values.
- Consistently demonstrate and promote the organisation's standards in all activities.

## Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
Strategic Development	Establish the strategic direction and steer the organisation towards its goals
Business Performance	Manage the performance of the organisation.
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
<b>Customer</b>	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Commercial Focus	Optimize the commercial viability of the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
<b>People</b>	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.
Learning	Develop the competencies of self and others to enhance performance.
<b>Operational</b>	
Health and Safety	Establish and maintain a safe and healthy work environment.

## Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Higher Degree incl. Post Grad Cert or Dip	Business Studies/ Disability Studies/Community Development , Public Administration, Disability Policy, Advocacy/Communications or equivalent	
<b>Desirable</b>		
Masters Degree	Business Studies/ Disability Studies/Community Development , Human Rights / Gender / Social Work / Related field	

## Work Knowledge and Experience

- Proficiency in the use of computers, software applications - MS Word, Excel, database packages etc.
- Strong knowledge of monitoring and evaluation tools and frameworks, including development and implementation stages.
- Extensive professional experience in project and programme management within the public or private sectors.
- Professional experience in the disability sector
- Minimum of 5 years' experience in a senior role within the disability sector or a related field. Regional experience is desirable.

Demonstrated experience in people and process management.

Experience in management of multiple donor funding arrangements and familiar with donor and development partner procedures

Proven ability to secure programme funding and lead negotiations.

Good working knowledge of PDF development partners and regional stakeholders' including OPDs

## Requirements

### Language Proficiency

Strong written and spoken English language proficiency

Knowledge and Understanding of Regional languages

### Regulatory Compliance Requirements

Police Clearance

Medical Clearance

## Other Required Requirements

No other required items found.

## Interactions

Type	Interaction	Comments
Internal		
	Chief Executive Officer	
	All staff	
	Senior Management Team	
	Enablement Team	
External		
	Board Members	
	NGO's / CSO's	
	Stakeholders	
	Contractors	
	Donors	
	Government Officials	
	Industry Associations	
	Media	
	Members and advocacy groups	
	Peak bodies	
	Regulators	
	Member OPDs	

## Attributes

### Behavioural Styles

Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.

### Interpersonal Styles

Perceptive	Shows keen insight and understanding of issues or situations.
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Realistic	Shows concern for facts and reality, rejecting the impractical.
Self Sufficient and Assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.

#### Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Initiative	Takes action and makes decisions without the help or advice of other people.
Decisive	Reaches conclusions, promptly and firmly.
Numerate	Shows abilities in quantitative thought and expression.

#### How To Apply

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#### Contact for Enquiries

Contact Name: Elizabeth Cama

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Further Contact Information: --

Closing Date: 12 Oct 2025