
Position Description

Vacancy Title: **Senior Manager Programs & Member Services**

Location: **Suva**

Reports To: **Pacific Disability Forum Chief Executive (Ideal) 2006 (v 1.00)**

Objective

Lead PDF programmes and member services in partnership with Pacific (OPDs), supporting members to strengthen their governance, leadership, systems, technical capacity, access to funding, and ability to determine and deliver their own priorities. Oversee the implementation of the PDF Strategy, ensuring alignment with the Convention on the Rights of Persons with Disabilities (CRPD), the Refreshed Pacific Framework for the Rights of Persons with Disabilities (PFRPD), and PDF's Pacific Disability Inclusive Resilience Development Strategy 2025–2035, including the development and implementation of the Gender Strategy. Provide accessible, inclusive, accountable and OPD-led programme quality and implementation support, including through the buddy system and Fiscal Sponsor arrangements to support OPDs in the implementation and management of Core Fund and Programme Fund activities. Coordinate technical and operational support across the Secretariat in a manner that respects OPD autonomy and the principle of “Nothing About Us Without Us”, while working closely with Finance and Corporate Services to ensure effective planning, financial management, compliance, reporting and overall programme delivery.

Outcomes

Organisational Stakeholders

1. OPD support responds to OPD priorities and strengthens institutions

- Lead a regional member engagement and accompaniment framework informed by OPD priorities and diverse member needs.
 - Oversee organisational assessments and tailored support for governance, strategic planning, policies, leadership, compliance, succession and monitoring and learning.
 - Coordinate advisors and regional coordinators so support reaches smaller, remote and underrepresented OPDs.
 - Respect OPD autonomy and ensure PDF support strengthens member leadership rather than substituting for it.
-

2. Programs and projects deliver agreed outcomes

- Set program plans, budgets, delivery milestones and accountabilities with OPDs and implementation partners.
 - Oversee implementation in humanitarian resilience, climate action, inclusive development and other approved focus areas.
 - Support regional coordinators and program officers with technical guidance, issue resolution and quality assurance.
 - Review implementation risks, delays, safeguarding matters and budget variances, escalating material issues promptly.
-

3. OPDs strengthen funding access and project delivery

- Guide OPDs on funding readiness, proposal development, project management, compliance and reporting.
 - Lead program funding concepts and proposals with the CEO and Finance and Corporate Services.
 - Coordinate core funding, fiscal sponsorship or co-implementation support where approved.
 - Ensure funding commitments and OPD support arrangements reflect realistic capacity and fiduciary controls.
-

4. Technical support advances member led advocacy and inclusion

- Coordinate specialist advice to PDF and OPDs on implementation of the CRPD, including, reasonable accommodation, independent living and inclusion in the community, pre-conditions for inclusion, gender equality, inclusive climate humanitarian action and other member priorities.
 - Support OPDs to lead evidence-based advocacy, contribute to laws and policies, monitor CRPD implementation and prepare independent reports to CRPD and other human rights mechanisms.
 - Contribute to the organisation wide advocacy strategy with the Influence, Advocacy and Enablement unit.
 - Represent PDF in approved member, government and partner forums while prioritising the meaningful participation and leadership of persons with disabilities through their representative organisations, and connect members to accessible opportunities.
-

5. Performance information and accountability inform decisions

- Ensure project and OPD support data are collected, disaggregated where appropriate, protected and shared with the MEAL function under agreed protocols, with informed consent, confidentiality and respect for the privacy and dignity of persons with disabilities.
 - Review results, lessons and feedback with members and adapt program design accordingly.
 - Contribute accurate program results, financial explanations and risk information to CEO, Board and donor reports.
 - Coordinate with Finance and Corporate Services on procurement, budgets, safeguarding, travel and contract controls.
-

6. Staff and partners deliver effectively and responsibly

- Set work priorities, coach direct reports and conduct performance and development reviews.
- Manage workloads and promote an accessible and inclusive workplace, including timely provision of reasonable accommodation, accessible information and communication, and support for staff wellbeing.
- Clarify responsibilities with member OPDs, consultants and partner organisations.
- Model One PDF values and promote locally led, culturally grounded, gender-responsive and rights-based practice that recognises the diversity of persons with disabilities and addresses multiple and intersecting forms of discrimination.

Responsibilities - Key Competencies

Competence	Description
Business	
Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
Organisational Values	Display the organisation's image and value standards.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
People	
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.
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Social and Community Services, Business Studies/ Disability Studies/Community Development	Relevant tertiary qualification in development, public policy, disability studies, social sciences, management or a related field, or equivalent senior experience.

Work Knowledge and Experience

Substantial experience managing multi-country or regional programs and budgets, preferably with OPDs or rights based civil society organisations

Demonstrated experience partnering with OPDs and applying or rights- based, participatory and locally led approaches to program design, implementation, monitoring and learning

Strong working knowledge of the CRPD, including its general principles and obligations relating to equality and non-discrimination, accessibility, reasonable accommodation, participation, legal capacity, independent living and inclusion in the community, and of the Pacific disability movement and locally led development.

Ability to lead diverse specialists and work respectfully across Pacific cultures and languages.

Ability and willingness to work across Pacific countries and time zones, including regional travel where approved and required apply PDF safeguarding, accessibility, reasonable accommodation, privacy, financial and conduct requirements; and support the meaningful participation and leadership of women and girls with disabilities, young persons with disabilities, persons , in remote and rural areas, and people from underrepresented disability groups

Training in program management, monitoring and evaluation, safeguarding or organisational development.

Requirements

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		

Type	Interaction	Comments
	CEO; other two Senior Managers; MEAL Advisor; program and member services staff; finance, HR, procurement, communications and data staff; Board through the CEO.	
External		
	PDF member and emerging OPDs; persons with disabilities and disability movement leaders; governments; regional bodies; donors; development partners; technical providers; and other civil society and private-sector stakeholders, with engagement designed to	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.

Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Disciplined / Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach
Flexible / Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

Contact for Enquiries

Contact Name: Kelera Babitu

Contact Email: kelera@maxumise.com

Further Contact Information: --

Closing Date: 25 Oct 2026