

Job details	
<b>Job title:</b> Programme Manager, Trade and Customs	<b>Line Manager title:</b> Senior Director, West Africa and AfCFTA
<b>Grade:</b> JG5	<b>Direct reports:</b> Project Manager, Standards/SPS and Programme Officer PCM, and possible technical assistants
<b>Department:</b> West Africa Programme	<b>Location:</b> Abidjan, Côte d'Ivoire
<b><i>This position is open to individuals with the legal right to work in Côte d'Ivoire.</i></b>	
Job summary	
<p>TMA is entering a new programme on the Abidjan – Lagos corridor and the Abidjan – Ouagadougou corridors (GGSP-CALAO) in consortium with two agencies from EU member states. TMA is therefore looking to recruit a Programme Manager. S/he will be responsible for the overall management and delivery of TMA's EU-funded corridor programme GGSP-CALAO, which focuses on the Abidjan-Lagos and Abidjan-Ouagadougou corridors, and will lead and manage the design and implementation of all projects, within Cote D'Ivoire country programme, which support to trade policy, facilitation, customs and integrated corridor management. The role includes project cycle management, donor compliance (with an emphasis on EU funding rules and procedures), and technical leadership in trade facilitation, particularly in customs and customs systems. S/he will serve as the Lead for TMA's Côte d'Ivoire programme, ensuring alignment and synergies with other TMA programmes in West Africa.</p>	
Roles and responsibilities	
<p><b>Programme and Project Management</b></p> <p>The Programme Manager will:</p> <ul style="list-style-type: none"> <li>• Lead the inception, planning, and implementation of the GGSP-CALAO programme, ensuring alignment with the Description of Action (submitted to the EU), TMA's Corporate Strategy 3 and Results Framework.</li> <li>• Support the Country Programme to formulate and implement trade facilitation interventions in line with the approved activities within the country programme's strategy and flagship programmes such as EU, among others.</li> <li>• As the project lead, the programme manager will be responsible for all aspects of PCM, from design to project oversight, to M&amp;E and contract management and will be the primary person accountable for project implementation for projects in the trade portfolio to drive both expenditure and results. It's important that the PM follow best practice in line with TMA's PCM guidelines and meets all specific compliance requirements of different donors.</li> <li>• An important aspect of this work will be stakeholder engagement both within TMA, including country teams, Programme Delivery Hub (finance, procurement, results), communications and impact, as well as external stakeholders related to the projects, including implementing partners and donors.</li> <li>• Manage projects to ensure that results and indicators are appropriate, that progress is being made against agreed results, projects are properly structured and adequately resourced, projects are completed on time and within budget and that work is delivered to a technical standard that fully meets requirements.</li> <li>• Support the Country Programme in managing the Innovations and Ideation of the next generation concepts in trade facilitation, incubating them, and translating them to implementable and practical solutions in addressing trade regulatory and policy challenges in the trade and business environment.</li> </ul>	

- Work closely with the knowledge and results team to develop quarterly and annual reports on the Management information System (MIS) and timely submission of reports to key donors, in line with the set expectation(s) and templates.
- Ensure compliance with grant management procedures and guidelines including appraisal, selection, implementation, reporting and closure.
- Lead and manage trade facilitation projects in collaboration with the regional Trade Environment Team; and align Trade Facilitation priorities globally, at continental, regional and national levels.
- Oversee all aspects of the project cycle (design, budgeting, procurement, contracting, reporting, and closure) with a strong focus on compliance with EU funding requirements.
- Assume strong coordination with the other consortia members in the GGSP-CALAO programme.
- Coordinate with technical leads and partners to ensure trade facilitation measures, including customs reforms and digital customs systems, are effectively implemented.
- Prepare and submit high-quality narrative and financial reports to the EU in conjunction with the other consortia members on time, and support requirements for other donors with the regional teams.
- Conduct results-oriented monitoring, risk management, and evaluations of programme interventions.

#### **Strategic Partnerships and Representation**

- Serve as the primary contact point for the EU on GGSP-CALAO programme matters, ensuring strong communication and reporting.
- Build and maintain strategic relationships with Côte d'Ivoire's Ministry of Trade, customs authorities, ECOWAS Commission, UEMOA, and other key regional and national stakeholders.
- Engage with the private sector and civil society to foster trade facilitation and regional integration.
- Represent TMA in relevant forums, working groups, and conferences on trade facilitation and customs modernisation.

#### **Côte d'Ivoire Programme Leadership**

- Provide overall leadership for TMA's programme in Côte d'Ivoire, ensuring coordination with other corridor and national projects.
- Identify synergies with other TMA initiatives in West Africa to maximise impact.
- Support fundraising efforts and the development of concept notes and proposals for additional funding.
- Act as the primary liaison between the Côte d'Ivoire office, the West Africa team, and HQ teams, ensuring timely updates on programme status, risks, and opportunities.
- Collaborate with technical specialists and HQ to ensure that GGSP-CALAO's trade facilitation and customs activities are integrated into broader TMA initiatives.

#### **Monitoring, Evaluation, and Learning**

- Ensure that the GGSP-CALAO programme adheres to best practices in monitoring, learning, and evaluation.
- Document and disseminate lessons learned on trade facilitation, customs reforms, and donor-funded programme delivery.
- Provide regular analytical reports on the performance of trade corridors and customs systems.

#### **Teamwork and Communication for Impact**

- Work closely with TMA technical teams (trade facilitation, customs, infrastructure, monitoring and evaluation, results/impact) and HQ departments to ensure technical excellence, alignment with corporate strategy, and effective programme delivery.

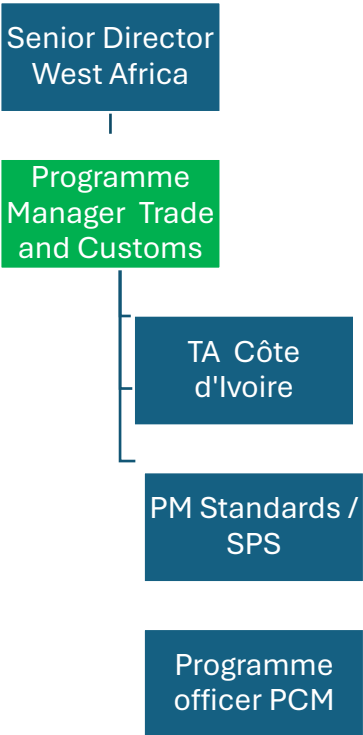


- Foster collaboration and knowledge sharing across TMA’s West Africa teams to maximise programme synergies and cross-learning.
- Lead the preparation of impactful communication materials (progress reports, success stories, presentations) highlighting results and lessons learned to enhance TMA’s visibility with the EU and other donors.

**General**

- Apply the highest standards of controls and risk management practices and behaviors and embed a positive risk and control culture.
- Demonstrate prudence, sound judgement and appropriate and timely escalations in management of all types of risk (including fraud risk) applicable to the 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 trainings within the stipulated timelines.
- Contribute to the development/revision of tools and procedures to document and share knowledge, incentivize staff/teams and enforce compliance and standards.
- Ensure inclusion of gender-sensitive/responsive indicators to track progress towards gender integration.
- Participate in regular informal and formal reflection, knowledge sharing and learning events.
- Promote and adhere to TMA’s core values and ensure compliance with organisational policies and procedures.
- Maintain zero tolerance to bribery, fraud and corruption, and ensure the immediate reporting of any corruption or suspect behaviour 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.

**Organisational positioning**



### Academic and professional qualifications

- An undergraduate or postgraduate degree in International Trade, Business Administration, Economics, Development Studies, or a related field.
- Professional certifications in project management (e.g., PRINCE2, PMP) are an advantage.

### Work experience

- For undergraduate degree holders at least 10 years and postgraduate at least 8 years of progressive experience in managing large, complex donor-funded programmes, including EU-funded projects.
- Minimum of three years of management experience is mandatory.
- Proven track record in trade facilitation, customs, and customs management systems reform.
- Experience working with regional organisations (e.g., ECOWAS, UEMOA) and national trade or customs authorities.
- Demonstrated success in donor relationship management.

### Technical skills and behavioural competencies

- Excellent project cycle management skills, including budgeting and financial oversight for EU-funded programmes. (including demonstrated use of the OPSYS).
- Good understanding of West African national and regional socio-political and economic contexts, including regional trade and integration dynamics.
- Ability to mentor and build the capacity of programme teams to ensure a broad understanding of key concepts within the organisation.
- Strong understanding of customs operations, border management, trade regimes in West Africa and trade facilitation tools.
- Bilingual proficiency in French and English (oral and written) is essential.
- Excellent communication, negotiation, and stakeholder engagement skills.
- Ability to establish and maintain strong partnerships with key internal and external stakeholders.
- Strong teamwork and facilitation skills, with the ability to build consensus across diverse teams and partners.
- Excellent communication skills, with proven ability to translate results and technical content into clear and compelling narratives for donors and stakeholders.
- Experience working in matrixed organisations and managing cross-functional collaboration between field offices and HQ.
- Ability to influence, network and build sound, productive working relationships and networks.
- Strategic thinking and problem-solving abilities.
- High level of initiative, self-motivation, and ability to work under minimal supervision.

### Sign off

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