Programme Manager – EU EPA Facility & Customs Cooperation

Job details	
Job title: Programme Manager, EU EPA Facility & Customs Cooperation Programme	**Line Manager title:** Head/Strategic Expert, EU EPA Facility & Customs Cooperation Programme
Grade: JG5	**Direct reports:** Project Officer, EU EPA Facility & Customs Cooperation Programme
Department: Trade & Customs	**Technical lead:** Director, Trade and Customs
Countersigning quality assurance: Director, Trade & Customs	**Location:** Any TMA Country of Operation

Job summary

The programme Manager will support the Head of the EPA facility and Customs Cooperation in the management and delivery of the EU funded EPA Facility and Customs Cooperation programme. The programme aims at strengthening African partners' capacities to negotiate and implement EU-Africa trade and investment agreements; and strengthening customs efficiency through reforms of their tariff classification, rules of origin and customs valuation. The programme will be implemented through a consortium arrangement.

The Programme Manager will provide strategic coordination role across consortium partners and the donor. The role will lead joint planning and operational management, delivery oversight, and overseeing coherent, timely and technically sound delivery in line with the programme objectives and donor rules, regulations and requirements.

Roles and responsibilities

Strategic Coordination and Donor Engagement (Consortium Level)

- Lead coordination across consortium partners to maintain a shared understanding of programme objectives, priorities, responsibilities and intended results.
- Serve as the principal programme focal point for the donor, coordinating progress updates, responses to queries and discussions on implementation challenges and any proposed adjustments to the programme.
- Coordinate consortium governance arrangements, including Project Steering Committee (PSC), Programme Secretariat (PS) or their equivalents, and consortium partner meetings. They will ensure discussions and decisions are well captured, communicated and any recommendations are tracked and fully implemented.
- Identify strategic risks, dependencies and opportunities across the programme; facilitate joint problem-solving and escalate matters requiring decisions by the programme governance structures.
- Represent the programme within the agreed mandate and coordinate consortium contributions to external engagements, communications and donor visibility requirements.
- Facilitate synergies with other European Union Actions and other donor programmes on broader trade and investment support programmes that complement the objectives of the EU EPA Facility and Customs Cooperation.
- Work with the Head /Strategic Expert, EPA Facility & Customs Cooperation to build and maintain strategic relationships with key implementing partners at the continental, regional and national level.
- Facilitate shared learning among consortium partners and other relevant stakeholders to ensure lessons learned are reflected in continuous improvement of programme implementation.

Operational Management and Delivery Oversight (Consortium Level)

- Coordinate consortium programme planning and implementation, coordinating the preparation and consolidation of key programme documents including inception plans, development of consolidated consortium annual workplans, budget plans and other relevant documents, ensuring coherence across implementing partners and programme workstreams.

- Monitor implementation progress against approved plans, budgets and contractual commitments, identify delivery constraints and coordinate timely corrective action to assure compliance with approved plans and timelines.
- Lead the consolidation, quality assurance and timely submission of donor reports and other programme submissions, ensuring that narrative, financial and results information is consistent with donor approved plans.
- Coordinate the development of case studies, programme briefs, results stories, programme presentations and other relevant programme material relating to the action that can be used by the donor, consortium partners and programme implementation partners for donor visibility.
- Organise regular meetings of Consortium members to assess the progress of the Action, to modify ideas together in pursuit of the Action and to plan sound monitoring and evaluation.
- Facilitate consortium management and implementation team meetings. Circulate agenda (drafted through consultations) ahead of the meetings, and discussion and action points after meetings.
- Monitor and coordinate proposed changes to approved plans and changes to implementation arrangements, ensuring the required internal and donor approvals are secured.

Programme Management Cycle (TMA)

- Oversee all aspects of programme cycle management, from design and planning through implementation and closure, in compliance with TMA's PCM guidelines and applicable donor requirements.
- Lead programme inception, planning and implementation, ensuring alignment with the Description of Action (DoA), TMA's Corporate Strategy 3 and Results Framework.
- Ensure timely fulfilment of internal and external reporting requirements, including the preparation and submission of quarterly and annual reports through TMA's internal management and reporting systems.
- Oversee sound financial management, ensuring expenditure aligns with donor approved budgets, demonstrates value for money and is supported by the documentation required for accountability and audit.
- Oversee procurement, grant and contract management in accordance with donor requirements, TMA's Procurement Procedures Manual, Grants Manual and associated guidelines, ensuring appropriate appraisal, selection, contracting and oversight of suppliers, consultants and grantees.
- Coordinate programme implementation across various teams including implementing partners, technical teams, results and impact, communication team and central support teams for coherent and effective implementation of the programme.

Monitoring, Evaluation and Learning (MEL)

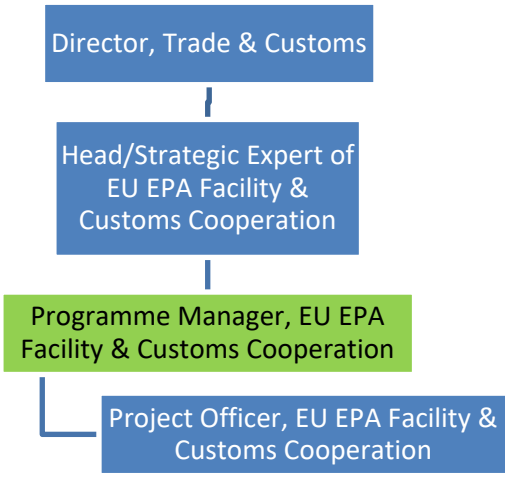
- Coordinate implementation of the programme's MEL framework with consortium partners and TMA's Results and Impact team, ensuring appropriate indicators, baselines, targets and data collection arrangements.
- Monitor and analyse progress against intended results, providing evidence to inform programme decisions, reporting and corrective action.
- Coordinate programme reviews and evaluations, ensuring findings and recommendations inform implementation.

General

- Apply the highest standards of controls and risk management practices and behaviours and embed 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, Economics, Development Studies, Project Management 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 institutional donor funded projects including good understanding of EU guidelines/requirements.
- Experience working with Regional Economic Communities and national trade or customs authorities.

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).
- 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 policy and trade facilitation tools.
- 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: _____