Job description – Programme Officer, EU EPA Facility & Customs Cooperation Programme

Job details	
Job title: Programme Officer, EU EPA Facility & Customs Cooperation Programme	**Line Manager title:** Programme Manager, EU EPA Facility & Customs Cooperation Programme
Grade: JG7	**Direct reports:** Administration Officer
Department: Trade Environment	**Technical Lead:** Programme Manager, EU EPA Facility & Customs Cooperation Programme
Quality Assurance: Head/Strategic Expert, EU EPA Facility & Customs Cooperation Programme	**Location:** Any TMA Country of Operation

Job summary

The Programme Officer will support the programme manager in the operational 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.

Under the supervision of the Programme Manager, the Officer will provide substantive programme management support, including work planning, budgeting, procurement and contract administration, implementation monitoring, reporting, results management and communications. The Officer will coordinate routine inputs from consortium partners and TMA teams, maintain accurate programme records and track agreed actions, providing timely information to support delivery decisions and compliance with donor and organisational requirements.

Roles and responsibilities

Programme Coordination

- Support the Programme Manager in coordinating consortium partners, compiling and sharing information on programme priorities, responsibilities and implementation progress.
- Coordinate the collection of partner inputs into key programme documents including inception plans, consolidated annual workplans, budgets and other programme documents, checking completeness and consistency in line with approved plans.
- Support the Programme Manager's donor engagement by compiling progress updates, briefing materials and draft responses to queries, drawing on contributions from consortium partners and technical teams.
- Under the guidance of the Programme Manager, maintain and update stakeholder contact records and coordinate routine engagements with implementing partners and relevant continental, regional and national institutions.

Programme Delivery and Implementation Support

- Support development and updating of key programme documents including programme workplans, budgets, procurement plans, risk registers and other management documents in consultation with the Programme Manager and technical leads.
- Compile and analyse implementation updates against approved workplans, budgets and contractual commitments, highlighting delays, dependencies and emerging delivery constraints to the Programme Manager.
- Coordinate the operational follow-up of TMA's activities under the direction of the Programme Manager, ensuring that agreed actions, responsibilities and deadlines are clearly monitored and corrective actions are implemented.

- Support the preparation and consolidation of donor reports and other programme submissions, checking the completeness and consistency of narrative, financial and results information against approved plans and reporting requirements.
- Support procurement planning and contract administration, including preparation of relevant procurement documents as may be required, and follow-up on procurement processes to ensure compliance with procurement timelines. The officer will be responsible for maintain the programme's contract database flagging approaching milestone delivery and contract expiry deadlines.
- Verify that project data and information are complete, accurate and regularly updated in TMA's internal management and reporting systems to support regular programme reviews and audits.
- Support coordination with technical teams (trade and customs, digital trade systems, SPS and standards, results and impact, procurement, communications) to ensure information sharing, consistency, and timely updates on programme activities.
- Compile quarterly and annual reporting inputs and support their timely submission through TMA's internal management and reporting systems.
- Support programme closure by compiling completion reports, checking documentation and following up on outstanding actions and required clearances.

Monitoring, Evaluation, and Reporting

- Support implementation of the programme's MEL framework, working with technical leads and TMA's Results and Impact team.
- Assist in preparing and updating log frames, results chains, monitoring plans and data collection tools, including agreed indicators, baselines and targets.
- Support baseline exercises, programme reviews and evaluations through coordination of partners and consultants, provision of programme information/documentation and follow-up on agreed recommendations from these reviews/evaluations.
- Document and share practical lessons from programme implementation, and track actions agreed to incorporate learning into delivery.
- Liaise with relevant TMA teams to support the integration and monitoring of gender, inclusion, safeguarding and environmental considerations, including appropriate disaggregated data.

Communications and Visibility

- Assist in the preparation of briefs, presentations, and reports to showcase results and outcomes.
- Work with the communications team to ensure compliance with donor visibility requirements, including branding and event documentation.
- Support the capture and dissemination of lessons learned, good practices, and other programme knowledge products, ensuring that lessons from implementation are well captured to improve future activities.
- Contribute to content development for the TMA website, newsletters, and social media platforms related to programme activities.

General

- Apply the highest standards of controls and risk management practices and behaviours 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.
- 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.
- Provide supervision and work coordination for the Project Assistant, including assigning tasks, reviewing outputs, providing guidance and feedback, and ensuring timely and accurate administrative, logistical and documentation support to programme delivery.
- Any other related responsibilities that may be assigned by the line manager from time to time.

Organisational positioning



Academic and professional qualifications

- Undergraduate or postgraduate degree in International Trade, Development Studies, Economics, Business Administration, or a related field.
- Professional training or certification in Project Cycle Management (PCM), project management (e.g., PRINCE2, PMP), or monitoring and evaluation is an advantage.

Work experience

- At least five (5) years of relevant experience (degree holders) or 3 years (postgraduate degree holders) in supporting donor funded projects, with proven hands-on experience in project coordination, monitoring, and reporting.
- Familiarity with trade policy, trade facilitation, or regional integration initiatives is desirable.
- Experience with donor funded programmes or similar international donors is an asset.

Technical skills and behavioural competencies

- Strong understanding of Project Cycle Management, including planning, activity tracking, risk management, and reporting.
- Practical experience with data management, monitoring systems, and results reporting.
- Proficiency in MS Office (Word, Excel, PowerPoint) and familiarity with project management tools or platforms.
- Excellent analytical, report-writing, and problem-solving abilities.
- Strong organisational and time-management skills, with the ability to work on multiple priorities under pressure.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively across diverse stakeholders.
- High level of initiative, self-motivation, and independence, while maintaining a collaborative approach.

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