Job Description - Programme Officer, West Africa

Job details	
Job title: Programme Officer, West Africa	**Line Manager Title:** Programme Manager, West Africa & AfCFTA
	Technical Lead: Director, Trade and Customs
	Quality Assurance: Director, Ghana and Anglophone West Africa
Grade: Job Group 7	**Direct reports:** None
Department: West Africa Programme	**Location:** Accra, Ghana
***** This position is open to individuals with the legal right to work in Ghana******	

Job summary

TMA is engaged in several programme on the Abidjan – Lagos, Abidjan-Ouagadougou and the Cotonou-Niamey corridors. Some. Within this framework, TMA is seeking a Programme Officer to support the operational delivery of these programme activities, particularly within the Trade Facilitation component, which focuses on reducing non-tariff barriers (NTBs), harmonising standards, and improving cross-border trade efficiency.

The Programme Officer will support the implementation of the West Africa Programme (WAP) and the country teams with coordination of the Programme Cycle Management functions, which include project design and formulation, mobilisation, implementation, and closure. Also, with the development of appropriate mechanisms for monitoring and evaluation of projects and management of results. The Officer will be expected to manage communications requirements for the country programme, and support with management of project-related gender, safeguards, and climate change requirements.

S/he will also be responsible for aligning the programme's knowledge management goals and practices to TMA's strategy and ensuring that internal and external knowledge management solutions involve commitment for long-term value to be realised.

Roles and responsibilities

Support Implementation of West Africa Programme (60%):

The Programme Officer will play a central role in driving the successful delivery of the WAP. The role requires strong coordination, planning, and analytical skills to ensure interventions are implemented effectively, aligned with TMA's strategic objectives, and responsive to national and regional trade facilitation priorities.

a. Support the day-to-day planning, management, implementation, and coordination of activities under the West Africa Programme (WAP).
b. Convene quarterly technical working sessions to draft, review, and update the annual GCP workplan, including a monitoring and evaluation framework, for consideration and approval by the Programmes Manager, West Africa.
c. Provide operational oversight to ensure activities are delivered on time, within budget, and to the required quality standards.
d. Detail out the proposed interventions from the GCP-approved workplans into national-level projects for implementation.
e. Facilitate, coordinate and monitor activities of national level consultants/service providers in the implementation of agreed terms of references to ensure timely completion of activities.
f. Provide support in developing and monitoring implementation of the programme workplan to ensure timely completion of activities.
g. Provide analytical reports on developments by Ministries, Departments and Agencies (MDAs) in response to regional integration and their implications.
h. Undertake monthly project field visits to monitor progress of activity implementation particularly at borders and generate progress reports to be shared with TMA.
i. Perform analytical, diagnostic, and assessment of data requirements for the implementation of country-specific projects and support data collection management for baselines, reviews, and evaluations.
j. Provide support to the Programme Manager with follow up on procurement documentation, generation of tender processes, and participating in bid evaluations.
k. Provide support in updating project information and documentation on Programme & Project Cycle Management System (PPCMS), including work plans, monitoring plans, and risk plans.

l. Provide support during quarterly and annual reporting through PPCMS and completion of Programme Progress Quarterly and Annual Progress Reports.
m. Provide support activating new projects in TMA's internal systems in line with finance and results requirements.
n. Support Programme Manager with the maintenance of accurate project documentation.

Programme and Outcome Delivery (15%):

a. Manage and coordinate the WAP's Monitoring and Evaluation (M&E) requirements with the programme's priority beneficiaries (government Ministries, Departments and Agencies (MDAs) and private sector) in establishing M&E frameworks. These include the development of baseline data, indicators of success, targets, results chains, and monitoring plans.
b. Liaise with implementing partners in collecting and submitting required reports and data on the progress of monitoring plans and activities.
c. Provide oversight and support to the country team on M&E systems, plans, and processes.
d. Liaise closely with the Results team on implementation progress, preparation of periodic reports, and review of lessons learned, to ensure consistency and complementarity between country and regional Programmes.
e. Provide regular updates on the progress of Ghana's projects on PPCMS.
f. Provide support in the preparation of the annual review, programme and evaluation, and audits.
g. Provide support in collecting documents and lessons learned, best practices for knowledge sharing and learning.
h. Participate in regular informal and formal reflection, knowledge sharing, and learning events.

Stakeholder Coordination (5%):

a. Liaison with government ministries, customs agencies, standards bodies, and regional organisations (AfCFTA, ECOWAS, UEMOA) to gather information and coordinate activities.
b. Support the organisation of workshops, consultations, and technical meetings, including managing logistics, documentation, and follow-up actions.
c. Maintain effective communication with implementing partners and contractors to ensure alignment of project objectives.

Audit and Assurance (2%):

a. Apply the highest standards of controls and risk management practices and behaviours and embed a positive risk and control culture.
b. Demonstrate prudence, sound judgment, and appropriate, timely escalations in the management of all types of risk (including fraud risk) applicable to my role.
c. Understand and comply with the relevant end-to-end processes including applicable risks and controls.
d. Identify, understand, and escalate risk events/incidents/issues on a timely basis focusing on fixing root-causes and taking ownership of identified mitigation actions.
e. Complete all relevant mandatory training within the stipulated timelines.

Gender, Inclusion, and Safeguards (10%):

a. Support the integration of gender equality and inclusion in all project activities.
b. Collect, analyze and report on gender-disaggregated data to track inclusion of women and small-scale traders in trade facilitation efforts.
c. Ensure that safeguarding, environmental, and climate resilience considerations are addressed in the implementation of the Ghana Programme activities.

Corporate Resources (3%):

a. Promote and adhere to TMA's core values and ensure compliance with organizational policies and procedures.
b. Maintain zero tolerance to bribery, fraud, and corruption, and ensure the immediate reporting of any corruption or suspect behaviour that threatens TMA's reputation.
c. Adhere to the safeguard policies and procedures and immediately report any safeguarding concerns.
d. Provide corporate resources support to the country office (Finance, ICT, Human Resource, and administration)

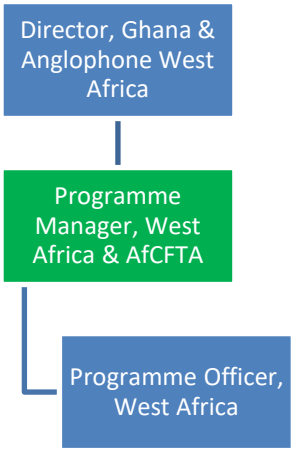
e. Provide support to any other related responsibilities that may be assigned by the line manager from time to time.

Communications and Visibility (5%):

a. Collaborate with the Communication Unit to shape and monitor the Country Programmes Communication Plan in line with TMA's Corporate Communication Strategy and Business Plan, and visibility commitments to funding agencies.
b. Effectively communicate programme progress and results to internal and external stakeholders and support in the delivery of high-quality outputs to ensure that TMA's mission and vision are well communicated to investors and stakeholders and that TMA's work motivates and inspires donors, implementing partners and other stakeholders.
c. Work closely with other functions including the Corporate Affairs and Fundraising, Results and Impact, CEO's Office, and Regional Outcome areas to ensure that external communications are developed with maximum impact and delivered against the results calendar and corporate strategy guiding work across the programme area and the organization.
d. Manage the Country Programmes corporate communications plan to ensure sound impact and Value for Money.
e. Participate in developing content, and ensuring regular updates, on Ghana's project activities, for the general TMA website and the Ghana Country page.
f. Liaise with the TMA Communications team to develop "common-man stories" on TMA Ghana projects and prepare/write press releases on key TMA Ghana events and share them with relevant media houses.
g. Support the organization of TMA Ghana-supported events and coordinate reporting of these in the media and to other TMA regional and country offices.
h. Liaise with the Communications team to organize internal and external events and media training.
i. Liaise with the Programme Delivery Hub (PDH) to streamline climate change, and safeguard standards in the programme/project management cycle.

The job holder may from time to time be required to provide support to TradeMark Africa's wholly owned subsidiary, Trade Catalyst Africa, as would be communicated by your line manager. When this happens, the specific task(s) will be reflected in the OKR and assigned to a relevant task(s) manager.

Organisational positioning



Academic and professional qualifications

- Undergraduate or Postgraduate degree in International Trade, Development Studies, Economics, Planning, 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 are an advantage.
- Fluency in both written and spoken English and a working knowledge of French (**Required**).

Work experience

- For undergraduate degree holders at least five years relevant experience and for Postgraduate degree holders at least three years in managing and coordinating projects, including monitoring and evaluation, knowledge management and communications activities for donor-funded programmes.
- Familiarity with trade facilitation, standards harmonisation, or regional integration initiatives is desirable.
- Experience with international donor-funded programmes 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.
- Fluency in English and French (oral and written) is required.

Risks associated with the position

- Managing stakeholder expectations and aligning them with TMA corporate values to prevent any misconduct or abuse.
- Reputation risk that might result from mismanaging relationships with beneficiaries, partners, and stakeholders. Any negative incidents or misconduct could damage the reputation of the organization and the ability to carry out future projects.
- Financial risk, which involves managing significant amounts of funding/resources, can put you at risk of financial misconduct, theft etc.
- Legal risk, Programme Officer must comply with the legal and regulatory requirements that govern both his/her organisation and the partner. Failure to comply with the regulatory requirements might lead to legal action.
- The risks can be safeguarded by adhering to the existing organisation accountability mechanisms, seeking support from line managers and colleagues, and working closely with beneficiaries and building strong relationships based on trust and respect.

Sign off

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