



JOB ADVERTISEMENT

SENIOR MANAGER, PROJECTS

Full-time conditional staff position based in London or Amman.

December 2023



Introducing Integrity

Integrity is an ethical consultancy and service provider working in challenging and complex environments around the globe.

We help our clients succeed in fragile and challenging environments while building trust and understanding as the basis for transformative change. We work across all phases of the programme and project cycle, delivering eleven complementary services: monitoring, evaluation and learning / data and knowledge management / research, evidence and analysis / advisory / project management / communications / risk management / technical assistance / capability and capacity development / stakeholder engagement / grant and fund management. Our services are underpinned by the principles on which we were founded, a commitment to providing reliable information and evidence, and expert and high-quality delivery.

Headquartered in London and Washington DC, Integrity also has offices in Jordan, Kenya, and Pakistan. Our multi-national team of over 80 deliver multi-year projects, programmes and consulting assignments to a wide range of government clients, international organisations, foundations and private sector clients.

VISION: To set the international standard for ethically delivered expert services in complex and challenging contexts.

MISSION: We use evidence and learning to provide trusted advice and enable change for a sustainable future.

VALUES:

- **Courage:** We work on many of the world's most complex problems. We stand against violence in all its forms. We are unafraid to stand up to illegal or unethical practices.
- **Objectivity:** We challenge conventional thinking. Our recommendations are not based on assumptions or ideology but evidence and learning.
- **Diligence:** We incorporate our best individual and collective intellect through rigour, reflection, and collaboration.
- **Accountability:** We take responsibility for the quality of our work and performance. We hold ourselves to account through clear policy and process, sustained by long-term profitability.
- **Sensitivity:** We understand the impact of our presence and our work, empathise with people's situations, and commit to do no harm.

ETHICS: Integrity upholds the highest ethical standards in our work, our employment of staff and our interaction with people. Through adherence to our core values, we ensure the best possible service, and benefit the communities amongst whom we work.

We commit to building a diverse and inclusive organisation where all feel safe and able to progress, contribute and be heard, regardless of gender, race, disability, age, sexual orientation, religion, marital or parental status.

Further information about Integrity can be found at www.integrityglobal.com.

How the Senior Manager, Projects fits into the Integrity team.

The Senior Manager will play a varied technical and management role at Integrity, contributing to the design and delivery of Integrity's services, as well as supporting team functions and management responsibilities. Drawing on project management and other relevant services and thematic expertise, they will help win and deliver high quality, commercially viable projects.

The Senior Manager role will sit within Integrity's UK Services Team, which leads the design and delivery of our work, as well as associated learning. Responsibilities include project direction and management, technical delivery, business and proposal development, and wider organisational learning. It can be a fast-paced working environment.

The Senior Manager will work flexibly across Integrity's different services and teams. The focus will depend on current priorities, but we expect the bulk of their time to be spent on projects in the Levant. The majority of the role is focused on project delivery, with periods of technical design and business development.

The Senior Manager role will be based in Integrity's offices in either London or Amman. They will also work closely with the Business, Corporate and Operations teams across our global offices.

The Senior Manager's Scope of Work

The Senior Manager role will focus on delivery and management of major projects, including resource and work planning, budget management, value for money tracking and reporting, systems and tool development and team and client management.

The Senior Manager will support, and sometimes lead, the technical design of bids for clients, including the FCDO, USAID and World Bank. This includes developing appropriate and innovative approaches and methodologies to meet the needs of our clients, as well as writing robust technical proposals. These proposals will relate to key service offerings, including Monitoring, Evaluation and Learning, Research, Evidence & Analysis, Technical Assistance, and Data and Knowledge Management. Key thematic areas include fragility and violent conflict, climate security, humanitarian assistance, health, education, economic development, security and justice, and gender and inclusion.

The Senior Manager will support wider company learning through the consolidation and promotion of good project management practice, as well as being involved in working group initiatives. They will assume line management responsibilities to manager level.

Terms of Reference

A. Project Delivery Support (80%)

The Senior Manager will play a key role in delivering Integrity's projects, including project direction, management and some technical inputs.

- Support Integrity to deliver its portfolio of projects on time, on budget and to high-quality standards through project management and governance roles, aligned with Integrity's Standard Operating Procedures.
- Design, tailor and implement project management tools and processes to suit both project needs and company systems, including in areas such as project key performance indicators, VFM frameworks, work planning and financial tracking.
- Develop and sustain our reputation for high-quality, innovative and client- and community-focused work.
- Negotiate successful proposals to contract ensuring effective coordination with relevant parties across Integrity's four teams.
- Effectively and efficiently oversee project operations, coordinating across the company and project teams on contractual, resource, technical, logistical, compliance, and risk management.
- Lead on project responses to strategic risks and opportunities, escalating and tracking issues in coordination with those accountable for delivery.
- Balance project and company resource requirements.
- Develop and accurately maintain complex project budgets and forecasts, including for hybrid and on-demand projects.
- Effectively, empathetically and diligently manage relationships with clients, consortium partners, staff, consultants and stakeholders and in line with our Vision, Mission, Values and Ethics.
- Provide technical advisory and other roles on contracted projects.

B. Technical Design and Business Development (10%)

The Senior Manager will also play a key role in designing Integrity's approach to project management and other relevant services and thematics, through developing approach papers, leading technical proposals, assuring the quality of Integrity's overall approach and representing Integrity externally. They will also support design related to other services and thematics.

- Contribute and sometimes lead the articulation, development and roll-out of approaches and methodologies, in line with Company strategy.
- Provide internal and external thought leadership on Integrity's service offering.
- Lead on, and contribute to, the technical design of new Integrity opportunities, from identification and pre-positioning through to design, drafting/budgeting, submission, negotiation and inception.

- Develop and sustain strong working relationships with key government clients and other relevant accounts.
- Provide constructive quality assurance of technical and commercial offers on selected new programmes and/or bids.
- Support the growth and/or improvement of our service, thematic and geographic capabilities. In particular, work closely with the Head of Project Management to improve the PM offer.
- Engage with and influence emerging opportunities and delivery concepts, and ensure Integrity's PM offering is responsive to market requirements.
- Lead and/or contribute to internal and external communications on agreed services, thematics and/or geographies.

C. Learning (5%)

The position will support internal and external learning, particularly on key services, thematics and geographies. This includes building awareness of Integrity's approaches and strengthening the capacity of colleagues to design and deliver to the required standard.

- Lead the identification of lessons from across Integrity's portfolio and beyond; and facilitate lesson-learning across the team.
- Support the Head of Project Management to drive good practice within the service, through design and delivery of in-house training materials, training modules and other learning events, particularly through the Project Management Working Group.
- Work with colleagues to support their professional development in areas of specific expertise.
- Engage with the wider sector through attendance and participation in external events etc.

D. Staff Management (5%)

- Line manages select Integrity staff and/or corporate consultants at Manager level and below.
- Work with colleagues under line management to develop their careers, contributing to professional advancement, job satisfaction and personnel retention.

Your Experience and Expertise

The successful candidate will have:

- 8+ years' experience working within international development and/or the consultancy sector.
- Proven expertise in the design and delivery of complex multi-year programmes and projects, including workflow planning and management, budget and resource management, contract management and risk management.
- Demonstrated ability to create detailed, accurate budgets for a variety of projects, including hybrid and on-demand initiatives. This includes allocating resources efficiently, anticipating potential financial challenges, and adjusting plans to meet project objectives.

- Meticulous attention to detail in all financial documentation and analysis, ensuring accuracy and reliability in budgeting and forecasting processes.
- Strong people and influencing skills evidenced by client and team management experience, including through Project Manager roles.
- Experience developing and running effective and efficient project management systems.
- Intermediate level MS Excel (minimum).
- Experience of working with UK Government (FCDO preferably).
- Experience supporting the pursuit of new business, including competitive bidding.
- Thematic experience in conflict, security and justice, governance, economic development, climate, natural resources and environment, health and/or education.
- Experience working in fragile and conflict-affected environments especially Syria.

It is **desirable** that the Senior Manager will also have:

- Advanced experience in using relevant project management software, as well as possessing the ability to build systems, processes and tools.
- Proven experience in managing Third Party Monitoring Projects in conflict-affected areas.
- Experience of and relevant accreditation in different project management methodologies, including PRINCE, MSP, APM, Agile, Lean etc.
- UK Government security clearance to SC or DV level.

Languages

- Written and oral fluency in English, with excellent communication skills including the ability to write clear and compelling narrative.
- Proficiency in Arabic desirable.

Core Competencies

You should also demonstrate the following core competencies:

Level 1: Team competencies	Level 2-4: Management competencies
<ul style="list-style-type: none">• Ethics• Leadership• Planning and Organizing• Development and Continual Learning• Results Focus and Initiative• Teamwork• Customer Orientation• Communication• Managing Change	<ul style="list-style-type: none">• Analytical and Flexible Thinking• Achievement Focus• Managing Resources• Teamwork and Team Leadership• Customer Orientation• Influencing• Organisational Knowledge• Organisational Alignment• Strategic Thinking• Accountability• Developing Talent

Hybrid Working

Integrity is a hybrid work employer offering a flexible working model that supports a blend of in-office and working from home time. Each office has its own flexible working model to meet local needs and demands.

How to Apply

If you are interested in applying for this position, please complete the application form at www.integrityglobal.com/apply-sm/ and attach a CV and Cover Letter, explaining why you are suitable for and want the role. **Applications submitted without a cover letter will not be considered.**

The closing date for applications is **17th January 2024**. However, we will review candidates on a rolling basis and the vacancy may be filled before this deadline. **We encourage early applications.** Please be advised that only shortlisted applicants will be contacted.

This position is contingent upon donor funding. Candidates must have the right to work in the UK or Jordan.

Integrity is an equal opportunities employer. We encourage applications from suitably qualified and eligible candidates, regardless of gender, race, disability, age, sexual orientation, religion, marital or parental status. We will respect your confidentiality and abide by data protection laws.