

Head of Operations, INOVASI

Location	Jakarta, with travel to provincial offices as needed	Reports To	Program Director
Duration	Full-time; 1 year with possibility of extension		

Palladium is a global development and consulting firm, part of the GSI Consulting Group, working alongside some of the world's leading project management and engineering organisations. We partner with governments, businesses, investors and communities to design and deliver complex programs that create lasting impact. With a presence across more than 90 countries, Palladium offers the opportunity to work on meaningful challenges, alongside talented colleagues, in environments where your work can truly make a difference.

Program Overview

Indonesia's Vision 2045 sets the goal for Indonesia to transition from a resource-based economy towards an advanced service, technology, and knowledge-based economy by the centenary of its independence (2045). The 2025-2045 National Long Term Development Plan emphasises the urgency of Indonesia's human resource development to fully realise 2045 goals.

Faced however with persistent low student performance that is emblematic of a learning crisis, significant improvement in student learning will be required to reach Indonesia's 2045 goals. Government of Indonesia (GoI) has started an ambitious program of education reforms. Successive education ministers have set out to modernise the education system through reforming the national curriculum and teaching and assessment approaches, to produce citizens with strong foundational skills, open minds, and inclusive values.

Australia is a long-term supporter of the Indonesian basic education sector, with continuous investments supporting education quality improvements for the past two decades, including through the INOVASI program (Phase 1 2016-2020; Phase 2 2020-2023) that focused on supporting acquisition of literacy and numeracy foundational skills in early grades classrooms; exploring local problems and solutions; and generating evidence to inform government policy development and practices.

This third phase of INOVASI (2024-2027) builds upon the existing program's approach and lessons learned and takes the focus on the development of foundational skills through to the end of the primary grades. Phase 3 will engage with priority issues of Australia's development policy: gender equality, effective inclusion of children with a disability, responses to the climate change challenge in education. It will focus on the challenge of policy implementation and the gaps that exist between national policies and practices at district and school levels, and use the well attested-success of INOVASI's local problem-based approach to continuously support policy development for effective fit between policy and implementation context.

The Program is implemented by Palladium on behalf of DFAT.

Purpose of Position

The **Head of Operations** is responsible for leading the effective and efficient implementation and management of national and sub-national operations, ensuring high-quality operational support for program implementation, sound operational decision-making and approvals, and compliance with approved program plans and Palladium, DFAT and Government of Indonesia requirements.

Working with children

Is this position likely to come into contact with children?

☒ Yes

☐ No

Primary Responsibilities

Under the direction of the Program Director, and with support from the International Management Adviser, the **Head of Operations** will be responsible for the following areas:

Operational leadership and team management

- Oversee INOVASI's operations by providing leadership and management direction to ensure effective program implementation and compliance with Palladium, DFAT and Government of Indonesia regulations and requirements. Through sound decision-making and quality assurance The role oversees the HR, Finance, Procurement, Administration, Grants and IT functions performed by national and sub-national staff.
- Lead, supervise and support the Operations Manager, Finance Manager, HR Coordinator and their teams, ensuring effective performance management, coordination, professional development and coherent delivery of operational priorities.
- Build the capacity and performance of operational staff through leadership, coaching, mentoring and performance management.
- Work closely with the Program Director, International Management Adviser, Deputy Directors and Managers to foster a collaborative, accountable and high-performing organisational culture.

Workforce planning and business continuity

- Lead and coordinate program-wide workforce planning, organisational resourcing and succession planning, working closely with the Program Director, Deputy Directors, Managers and HR function to ensure workforce capacity, business continuity, operational readiness and appropriate resourcing across national and provincial teams.
- Where operational leadership or management positions are vacant, assume temporary oversight of those functions, as directed by the Program Director, to maintain operational continuity and service delivery.

Safety and Security, Business Continuity and Emergency Management

- Lead the implementation and ongoing management of INOVASI's safety, security, business continuity and emergency management arrangements across national and provincial offices.
- Maintain and regularly review the program's Safety and Security Management Plan, Business Continuity Plan and emergency response procedures to ensure they remain current, fit for purpose and aligned with DFAT, Palladium and Government of Indonesia requirements.
- Monitor the operating environment and emerging safety, security and business continuity risks and provide advice and recommendations to the Program Director on mitigation measures.
- Coordinate preparedness planning, scenario testing, incident management and recovery arrangements to ensure continuity of critical program functions during disruptions, emergencies or crisis events.
- Ensure staff are appropriately informed, trained and supported regarding safety, security, emergency procedures and business continuity requirements.
- Coordinate responses to significant safety, security and business continuity incidents and ensure timely reporting, escalation and follow-up action in accordance with program requirements.

- Work with provincial managers and operational teams to ensure safety, security and business continuity arrangements are consistently implemented across all program locations.
- Oversee the maintenance of emergency contact arrangements, incident reporting systems and crisis response mechanisms to support staff welfare and operational continuity.

Operational advice, coordination and counterpart engagement

- Provide operational advice and recommendations to the Program Director and Senior Management Team on operational matters, implementation priorities and emerging operational issues.
- Oversee provincial operational issues to ensure targeted operational support is provided in accordance with implementation needs and priorities.
- Coordinate operational engagement with national, provincial and district counterparts to facilitate effective program implementation and operational coordination.
- Act as the primary operational point of contact with DFAT, MoE, MoRA, Palladium and other key counterparts on operational matters.

Budget management and financial stewardship

- Oversee management of the INOVASI program budget, including budget monitoring, forecasting and expenditure against approved budgets. Provide budget analysis and reporting to support program decision-making and financial stewardship.
- Oversee INOVASI expenditures and ensure national and provincial budgets and spending are aligned with the approved contract, annual plans and budget allocations.

Financial and operational compliance and risk management

- Review and approve financial transactions, procurement processes, contracts, selection reports, sole-source justifications, HR actions and other operational documentation in accordance with delegated authorities and relevant Palladium, DFAT and Government of Indonesia requirements.
- Maintain the operational components of the INOVASI Risk Management Matrix and coordinate the identification, assessment, monitoring and mitigation of operational risks.
- Ensure compliance with DFAT, Palladium and INOVASI requirements relating to gender equality, disability inclusion, fraud and anti-corruption, PSEAH, child protection and environmental and social safeguards. Act as the operational focal point for fraud reporting, safeguarding matters and other compliance issues, ensuring timely escalation, investigation support and implementation of corrective actions. Coordinating with Palladium on the implementation of these policies.
- Act as the operational focal point for significant safety, security, business continuity and emergency management matters, ensuring timely escalation to the Program Director and Contractor Representative and implementation of appropriate response and recovery actions.

Operational systems, procedures and reporting

- In close collaboration with the IMA and Palladium, lead the review and updating of the INOVASI Operations Manual and associated operational procedures to improve effectiveness, efficiency and compliance.
- Oversee implementation of operational systems, digital platforms and workflow improvements to strengthen operational efficiency, reporting and approval processes while ensuring alignment with approved operational policies and procedures.
- Support the preparation of operational plans, budgets and reports and ensure compliance with DFAT, Palladium and Government of Indonesia requirements.

- Lead the preparation and coordination of financial reporting to the Government of Indonesia and DFAT, including annual BAST processes and related submissions.
- Oversee implementation and consistent application of the INOVASI Operations Manual and operational policies across all offices.

Other duties

- Undertake other duties as reasonably required by the Program Director, consistent with the incumbent's qualifications and experience.

Authority and Decision-Making

- The Head of Operations makes operational decisions necessary for effective implementation within approved workplans, budgets, policies, procedures and delegated authorities.
- Strategic operational direction, major changes to operating model, staffing structure, risk posture, budget reallocations or commitments outside delegation are set or approved by the Program Director, in consultation with the International Management Adviser as required.
- The role escalates material compliance issues, fraud allegations, safeguarding matters, significant procurement or financial risks, and issues with potential contractual, reputational or stakeholder implications in accordance with Palladium, DFAT and INOVASI procedures.

Qualifications and Experience Required

The **Head of Operations** will possess the following qualifications and experience:

- Relevant tertiary qualification in management, business administration, finance, development, public administration or a related field; postgraduate qualification desirable.
- At least 10–15 years of relevant experience in operational, finance, procurement, grants, administration or program management roles, preferably on donor-funded development programs; experience with DFAT-funded programs is an advantage.
- Demonstrated experience managing multi-disciplinary operations teams and coordinating operational support across national and sub-national offices.
- Strong understanding of operational compliance, delegated authorities, procurement, financial controls, HR processes, risk management and fraud, safeguarding and anti-corruption requirements.
- Experience working with Government of Indonesia counterparts and sub-national government systems particularly in government accountability reporting; experience in the education sector is an advantage.
- Demonstrated ability to lead teams, manage performance, build staff capability and coordinate competing priorities in a complex operating environment.
- Demonstrated experience managing organisational risk, safety, security, business continuity and emergency response arrangements in a complex operating environment.
- Excellent written and verbal communication skills in English, fluency in Bahasa Indonesia is desirable;
- Strong ability to work with Excel spreadsheets, budgets, expenditure data and management information to support planning, monitoring and decision-making.
- Sound problem solving and decision making skills; ability to work independently and as a part of a team; and
- A high level of integrity, initiative, adaptability, and ability to perform in a high-pressure environment.

Core Capabilities

Palladium's Core Capability Framework for APAC Projects outlines the standard of performance and behaviours expected at each level within the organisation. It also provides a benchmark for assessing areas of potential strength as well as the identification of potential skill gaps or areas for development and improvement.

The Capability Framework forms the basis of how we recruit, how we lead and the behaviours we exhibit, how we manage performance excellence and develop our future workforce.

Our capabilities link to a number of other processes, policies and guidelines including:

- Performance management/ performance excellence - setting and maintaining standards and helping employees excel and develop
- Career Pathways including our Career Progression Framework
- Organisational design – identifying any skills gaps, outlining job roles and responsibilities
- Development, growth, learning, and training
- Sustainable business – going beyond compliance to ensure sustainable and ethical considerations are woven throughout everything we do. This aligns equity, diversity and inclusion; safeguarding; and environmental objectives

Equity, Diversity & Inclusion

Palladium is committed to embedding equity, diversity and inclusion across all activities. We promote a diverse and inclusive workforce and ensure all applicants and employees are treated fairly and equally, regardless of background or personal characteristics. We encourage applications from all individuals and provide reasonable adjustments or accommodations where required.

Safeguarding

Palladium maintains a zero-tolerance approach to all forms of harm, including sexual exploitation, abuse, harassment, child abuse, and human trafficking. We are committed to protecting our people, partners, and communities and ensuring safe and respectful environments. All personnel are expected to uphold safeguarding standards, with successful candidates subject to enhanced screening, including safeguarding-focused assessments and due diligence, in line with Palladium's Code of Conduct and safeguarding policies.