

# Operations Manager, INOVASI

<b>Start Date</b>	Immediate	<b>Duration</b>	1 year with possibility of extension
<b>Office Location</b>	Jakarta, with travel to provincial offices	<b>Reports To</b>	Deputy Program Director, Operations

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.

INOVASI Phase 3 is implemented in 25 districts and cities across Indonesia, in the provinces of West Nusa Tenggara, East Nusa Tenggara, North Kalimantan, East Java, West Java, and Maluku. The program also works in Ibu Kota Nusantara (IKN).

The Program is implemented by Palladium on behalf of DFAT.

## Purpose of Position

The Operations Manager will be responsible for providing operational leadership and management of the national and provincial Operations teams to ensure that project implementation is flexible in responding to changing program requirements and is aligned with Palladium, DFAT, and GOI regulations.

The Operations Manager is also responsible for overseeing the INOVASI Procurement and Grants Coordinator, Activity Coordinator, Administration and Office Coordinator, and IT Specialist for performance management purposes.

*This position is open to Indonesia nationals and permanent residents with authority to live and work in Indonesia. This is a full-time national position.*

### Working with children

Is this position likely to come into contact with children?  Yes  No

## Primary Responsibilities

Under the direction of Deputy Program Director – Operations, the Operations Manager will:

1. Manage and oversee the program's operational units, including Procurement & Grants, IT, Administration & Office and Program Activity functions, including the effective management of a team across national and sub-national operational staff;
2. Oversee and supervise INOVASI Operations Coordinators and other Operations staff as needed, provide guidance and support to the Operations Coordinators and Operations teams as needed, including provincial operational teams;
3. Provide quality oversight of the day-to-day operations of the INOVASI office in Jakarta and support the provincial and district offices as required;
4. Ensure coordination between the various Operations functions at both national and provincial level;
5. Review, approve and provide quality assurance of regular daily operational tasks, including but not limited to: payment process, procurement and grants contracts, evaluation forms, guarantee letters, sub-contracts, note to files, etc.;
6. Under the direction of the Deputy Program Director - Operations, review and authorise Program Activity Budgets when required;
7. Under the direction of the Deputy Program Director - Operations, and in coordination with Operations Managers and Coordinators, lead in reviewing and updating the Program Operations Manual and other strategic operational documents to ensure clear operational guidance to program teams;
8. Ensure operational systems and procedures are reviewed and updated as necessary to ensure continuous quality improvement;
9. Establish, review, and provide training to INOVASI staff or partners, including grantees, in operational processes and procedures in accordance with relevant Palladium and DFAT requirements and principles, including Commonwealth Procurement Rules, Value for Money, financial management, accounting, fraud control and audit requirements;

10. Ensure operational and financial management systems and procedures are in place to facilitate monitoring and reporting of funds, maintain audit compliance, and program delivery within budget, including supporting financial tracking;
11. In coordination with Provincial Managers, ensure INOVASI Provincial and District Offices are renewed on time and have the appropriate legal status with GoI. Flag and liaise relevant parties in case provincial agreements for operating in the provinces require renewal or adjustments;
12. Supervise and ensure value for money and compliance in contracting, procurement and management of grantees, sub-contractors, and other service providers;
13. Supervise and ensure administrative functions are running smoothly, including office management, travel and accommodation and transport, and asset management;
14. Support the Activity team (Activity Coordinator, Program Officers and Assistant), ensure the team work in coordinated way and provide support to INOVASI Program teams. Confirm the distribution of tasks to support the INOVASI Program teams and provide guidance to the team when needed; Foster a collaborative, accountable, and high-performance culture across operations and program teams;
15. Establish operational controls, spot checks and inspections to ensure no misuse of program funds is taking place. Report, investigate and follow up on any detected or suspected misuse of funds issue;
16. Ensure that the systems and procedures supporting program implementation are appropriate to the Program's needs, and are implemented in compliance with Palladium, DFAT, and GOI policies and regulations;
17. Ensure program operations are aligned with Indonesian government systems and liaise with government counterparts in the preparation of PTO, BAST, and other government of Indonesia requirements;
18. Provide capacity building on operations and management to INOVASI staff when required, such as in whole staff meetings and internal trainings;
19. Liaise and consult with Palladium, DFAT, MoPSE and MoRA on strategic issues related to program operations, as requested by Deputy Program Director - Operations;
20. Other duties as may reasonably be required by the Deputy Program Director - Operations consistent with the incumbent's qualifications and experience;
21. Comply with, and advocate for, DFAT's policies in all aspects of implementation, including gender, disability, fraud and anti-corruption, PSEAH, child protection and environmental and social safeguards

## Qualifications and Experience Required

The Operations Manager will possess the following qualifications and experience:

1. Advanced degree in a relevant development subject or appropriate tertiary qualification and significant, relevant experience in education;
2. Over 10 years of professional experience on donor-funded development programs, experience on DFAT-funded programs is highly desirable;
3. Demonstrated knowledge of DFAT rules and regulations and experience working across the following operational and financial disciplines: financial and budget management, project management, procurement, contracts, subcontracting, human resources and general operations and administrative management;
4. Experience managing and prioritizing a high workload and multiple tasks in a fast-paced environment with tight deadlines;

5. Experience in proactively identifying and addressing issues that arise in field office finance, administration and operations, and reporting issues to Senior Management;
6. Strong understanding of GOI systems and procedures at national and sub-national level, especially within MoPSE;
7. Experience in providing training and mentoring/coaching;
8. Excellent written, verbal, and presentation skills in English and Bahasa, with strong analytical capabilities;
9. Demonstrated strong leadership and management skills, with strong interpersonal capabilities, including the ability to work effectively in cross-cultural contexts;
10. Sound problem solving and decision-making skills; ability to work independently and as a part of a team; and
11. 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.