Singita

Programme Manager, Community Partnerships

SABI SAND

Key Responsibilities

Programme Management:

- Managing CP Project Managers *(Refer to Appendix A for Current Regional Projects and related Project Manager responsibilities)* as well as service providers and consultants in accordance with relevant Memorandums of Understanding. It also includes delegating tasks and coordinating the contributions of other internal and external parties as appropriate.

- Coordinate and contribute to project design review annually with a view to continuous improvement within the context of CP Strategy.

- Plan and oversee annual regional planning process across projects.

- Oversee regular (i.e., annual/ quarterly/ monthly/ weekly) team planning.

- Ensure CP Calendar reflects all key project workstreams and staff leave.

- Ensure all CP tools utilised by the team *(See Appendix B – CP Tools)* are reviewed and enhanced annually.

- Plan and oversee strategic engagement process with community, government and other key stakeholders.

- Plan and oversee appropriate consultation, assessment and management of impact of CP projects on lodge strategies and operations. (e.g., Volunteer Programme, use of lodge resources, staff time).

- Review and enhance (annually) up-to-date project operations manuals and SOPs seeking input from others as appropriate (e.g., annual calendar, processes and procedures, templates)

- Maintain knowledge/ documentation of regional peer organisation projects and processes by actively participating in relevant collaborative platforms and through stakeholder engagement.

- Plan and oversee the integration of One Planet and other Singita-driven initiatives into project in keeping with CP strategy.

- Lead programme meetings and project team meetings, as appropriate.

Monitoring, Evaluation and Learning

- Plan and oversee MEL activities as specified in CP MEL Plan (e.g., data collection, coordination with implementation partners where required).

Reporting

- Ensure required reports (e.g., monthly, quarterly, annual) are drafted, reviewed and submitted.

Finance

- Produce annual programme and specific project/ activity budget proposals.

- Review and report on project spend on a monthly basis.

- Review and approve funding requests as per Finance instructions/ policy.

Communication and Marketing

- Provide content for internal and external CP communications including blog articles, social media outlets, project filming, donor communication materials, staff education (e.g., FAQs) and engagement materials.

- Plan and oversee Singita lodge and office-based staff awareness and engagement calendar to ensure understanding of the value of our projects, exposure to projects 'on the ground' and direct participation where appropriate.

Fundraising/ donor management

- Engage with select, strategic guests as required to share community partnership strategy and project information with a view to gaining support/ donations as appropriate.

- Ensure donor/ donations data is entered into relevant systems timeously and accurately.

- Plan and oversee ongoing donor communications.

- Contribute to funding proposal development.

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Team

- Ensure CP team members support one another as identified and agreed in weekly project meetings.

- Ensure smooth CP Team operations during leave cycles including coordinated leave scheduling, planned/ documented hand-overs, etc. (Note that there is a preference for leave to be taken during school holidays at discretion of line manager.)

- Ensure professional CP induction conducted by Project Managers for new lodge staff and conduct inductions as required.

- Demonstrate strong accountability for own professional development and long-term talent development.

- Drive professional development and long-term development of Project Managers; conduct regular check-ins. Contribute to and coordinate annual review and talent development plans.

Skills & Experience

- Minimum 8 to 10 years work history in a relevant field/ position with expertise in community development, education or senior programme management.
- Relevant tertiary qualification (e.g., degree, diploma) or commensurate experience.
- Experience with implementation of MEL systems and tools.
- Excellent computer skills (Microsoft Word, Excel, Outlook, PowerPoint, MS Teams and Calendar, Zoom).
- English required. Shangaan/ xiTsonga a plus.
- A record of commitment to high professional ethical standards and the promotion of a diverse workplace.
- Budget development and oversight experience.
- Passion for community development and education and rural enterprise development.
- Excellent programme and team management skills as well as strong accountability for delivering independently.
- Strong time-management skills and commitment to meet deadlines.
- Ability to identify potential problems and take strong ownership for identifying and recommending practical solutions.
- High levels of motivation, attention to detail and commitment to overall excellence.
- Excellent written and verbal communication as well as interpersonal skills.
- Ability to work in a high-pressure environment, managing multiple workstreams to ensure timeous and high-quality deliverables.
- Ability to lead and inspire a team through a collaborative work style, whilst driving strong accountability and individual delivery.
- Ability to delegate effectively.
- Flexible, open minded and able to facilitate strong participation in team setting/ discussions.
- Ability to work effectively and manage a wide cross section of stakeholder relationships.
- Strong alignment to Singita values and Code of Conduct and the commitment to demonstrate this in work and personal life.
- When working remotely, excellent connectivity is required.
- Monday to Friday with occasional weekend work and frequent travel.