

## Job Description

This form enables us to accurately post your position on external sites. The information provided here will be featured in the job post. Please do not use acronyms or industry jargon. Be clear and concise in your answers to the open-ended questions. Incomplete forms will delay posting. Once this form is complete, email it to the CARE Laos HR Unit.

### Position Information

Position Title: Senior Program Delivery Manager	Date requested: June_2026
Type of position: Program	Grade (for HR use only): H
Department/Project Team: Program	
WORK LOCATION: Vientiane Capital with Some traveling to the CARE Program Areas	Incumbent's name (if applicable):

### Job Summary

In 1000 characters or less, state the position's overall purpose or objective, highlighting the general functions the position is responsible for and articulating what the position is expected to accomplish. This section will appear on external sites.

The Senior Program Delivery Manager (SPDM) provides strategic oversight and operational leadership for the high-quality execution of the organization's country portfolio in Laos. As a core member of the Senior Management Team, the SPDM is primarily responsible for the end-to-end management of programs, ensuring that complex technical designs are translated into impactful, on-the-ground interventions that adhere to global standards and donor requirements. This role leads to the comprehensive coordination of project delivery in close partnership with Provincial and Project Managers, ensuring that all workplans and budgets are utilized effectively and according to planned timelines.

The SPDM's responsibility extends to external partnerships, where the role collaborates with the Partnership and Award Coordinator to ensure local partners maintain effective in implementation and spending. Beyond operational and financial management, the SPDM serves as a vital bridge to the government, leading MOU negotiations and ensuring that all project activities and reporting remain in strict alignment with legal agreements.

The SPDM works closely the Senior Program Quality Advisor and the Finance and Administration Director in the CARE Laos office, while maintaining strong regional alignment with the Regional Business Services Director (Asia) regarding program expenditure.

The SPDM reports to the Country Director.

## Responsibilities and Tasks

### JOB RESPONSIBILITY 1: Program Delivery

40% of time

- Oversee comprehensive program and project management across all CIL programming initiatives.
- Develop and maintain a robust tracking system to ensure that all project work plans and budgets are monitored, reported, and shared on a regular basis.
- Collaborate with donors and CARE Member Partners (CMPs) to ensure smooth coordination, including the proactive follow-up of existing and new collaboration opportunities.
- Direct budget management in collaboration with the Finance department to ensure that overall expenditure and spending targets remain on track.
- Supervise the delivery of required reports and the production of high-quality performance reports for relevant donors and partners.
- Establish and maintain CIL's strategic positioning and networking with existing and potential partners, including the Government of Laos (GoL), NPAs, INGOs, and the UN as part of leveraging project delivery/results.
- Partner with Technical Advisors to ensure that all project technical support plans are implemented and that relevant technical advice is provided consistently.
- Coordinate with Provincial and Project Managers to ensure that all reports and deliverables comply with specific government requirements and regulations.
- Enforce financial policies and best practices to uphold the highest standards of transparency and integrity throughout the organization.
- Collaborate with Monitoring Impact Learning Knowledge Accountability (MILKA) in ensuring all relevant projects PIIRS data and relevant baseline, mid-term and final evaluation are carried out.
- Collaborate closely with regional office in ensuring the implementation of relevant KPIs
- Collaborate closely with Communication Coordinators to ensure that all project visibilities are incorporated into delivery plans.

### JOB RESPONSIBILITY 2: Team Management

20% of time

- Lead and inspire teams by fostering a culture of cooperation and open communication, support staff through regular team building, structured meetings, empowerment initiatives, and motivational activities.
- Streamline performance planning by ensuring quarterly/annual work plans are developed for all staff; clarify individual roles to ensure every team member understands their specific contribution to program goals and deliverables.
- Provide direct supervision and administrative oversight, including performance management, professional guidance, leave administration, and budget approvals.
- Deliver timely and constructive feedback regarding staff annual performance objectives to ensure continuous professional growth.
- Uphold professional standards by defining expected behaviors, tactfully resolving interpersonal conflicts, and taking proactive steps to minimize team frustrations.
- Prioritize staff development and national leadership through ongoing coaching, mentoring in financial management skills, and promoting advancement opportunities for staff.
- Identify critical staffing gaps and collaborate with the People & Culture department to manage recruitment and other HR processes.

20% of time

**JOB RESPONSIBILITY 3: Partnership, Networking and Strategic Representation**

- Lead strategic networking and positioning for CIL with key stakeholders, including the Government, NPAs, INGOs, and UN agencies, to enhance organizational visibility and influence.
- Represent CARE International in Lao PDR at high-level technical working groups, sector coordination meetings, and donor forums to ensure programmatic alignment with national priorities.
- Direct the negotiation and management of Memoranda of Understanding (MOUs) with relevant government ministries, ensuring all project agreements are legally compliant and operationally viable.
- Facilitate strong coordination with CARE Member Partners (CMPs) and international donors to explore new collaboration opportunities and sustain existing funding relationships.
- Oversee the operational performance of local partners, working closely with the Partnership and Award Coordinator to ensure partners meet high standards of financial transparency and delivery excellence.
- Foster a culture of mutual accountability with local CSOs and NPAs, providing the necessary institutional support to ensure they are equipped to meet international compliance and reporting standards.
- Serve as the primary liaison for government reporting, ensuring that project progress, challenges, and successes are communicated transparently and in accordance with official agreements.
- Champion localized leadership by identifying and mentoring strategic local partners, aligning with CARE's global commitment to locally led development and sustainability.

15% of time

**JOB RESPONSIBILITY 4: Humanitarian and Emergency Response**

- Oversee humanitarian and emergency response coordination at CIL, ensuring programmatic agility and rapid mobilization of resources during crises.
- Direct organizational emergency preparedness initiatives and providing high-level technical steering to emergency response teams as required.
- Engage in emergency preparedness, assist in any emergency response as required.
- Promote a safe and secure work environment; foster a culture of safety and security awareness and ensure compliance with the safety and security policies, procedures.
- Demonstrate an ongoing commitment to gender equality, diversity, sexual harassment, exploitation and abuse (PHSEA) and child protection.
- Comply with CARE Lao PDR's financial and operational requirements, foster strong communication between operations and programs teams and uphold high standards of honesty and integrity in personal conduct.

5% of time

**CARE Staff Commitment:**

- Participate in the performance process including the annual appraisal, midyear review and regular 1:1 meeting, ensuring that the performance process is an integral component of Annual Work Plans and activities.
- Promote a safe and secure work environment; foster a culture of safety and security awareness and consistently follow all CARE safety and security policies, procedures and directives
- Demonstrate an understanding of gender equality and women's empowerment and a

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commitment to CARE's approach and values including ethnic diversity and cultural sensitivity.

- Uphold and promote CARE's commitment to Child Protection.
- Follow CARE staff code of conduct

### Qualifications (Know How)

#### Education/Training

#### Required

##### **EXPERIENCE AND QUALIFICATIONS:**

- Minimum Graduate Degree in relevant field or equivalent experience
- At least 7 years' experience working in a development context with a similar type of organisation
- Sound understanding of development in the context of Lao PDR
- Demonstrated and relevant overseas field experience in leading program development and program planning - at a senior (minimum 5 years).
- Advanced knowledge of development programme cutting edge thinking, concepts, analysis and tools, in one or more of CARE international in Laos' thematic priorities including health, women economic empowerment, gender-based violence, climate change resilience or civil society development.
- Demonstrated experience in capacity strengthening of staff and proven ability to lead, manage and mentor or coach staff and partners in different contexts and needs.
- Demonstrated high level organisational and time management skills including the ability to manage workflows and balance competing priorities to ensure timely processing to meet deadlines.
- Demonstrated understanding of gender equality and women's empowerment and a commitment to CARE's approaches and values including ethnic diversity and cultural sensitivity.
- Demonstrated ability to respond effectively to challenges, work effectively in a cross functional, diverse and busy team environment with minimal supervision.
- Excellent liaison and negotiation skills including the ability to build and maintain networks and relationships.
- Experience in the supervision of multiple staff members

### Problem Solving

Click on each level (1, 2 or 3) below to indicate what level of problem-solving this position will face.

#### Select Level:

1. What has to be done and how to do it are clearly defined, and the incumbent will face identical or similar problem on a regular basis
2. What has to be done is known, but how to do it is not defined. The incumbent must use interpolative skills to pick and choose the right strategy to address a given problem.
3. Why things are done is known, but what has to be done and how to do it is not defined. Situation are variable and the incumbent's response will involve analysis, problem definition, development of alternatives, and making recommendations. He or she will face and address problems that are typically non-recurring.

#### Why does the position fall into this category?

The Senior Program Delivery Manager lead all aspect of program management/implementation and relevant problems identified are coordinated or addressed as part of the management responsibilities.

**Competencies**

CARE has 5 Core Competencies that all staff are expected to demonstrate, and 2 Leaders Competencies expected of those in management and leadership positions.

Competency proficiency levels define the degree to which a person in a given job is required to demonstrate the competency through observable behavior.

The chart below provides guidance when assigning proficiency levels to jobs. This guidance should be used as a starting point.

ລະດັບ <i>Level</i>	ຄໍາອະທິບາຍຄວາມສາມາດດ້ນພຶດຕິກຳທົ່ວໄປ <i>General competency behavior description</i>	ການຈັດປະເພດວຽກ <i>Job Classification</i>	ຕໍາແໜ່ງ/ເລກ <i>Position/Grade</i>
ລະດັບ 1	ພື້ນຖານ: ພຶດຕິກຳພື້ນຖານ. <b>Foundational:</b> Baseline behaviors.	ວຽກສະໜັບສະໜູນ <b>Support</b>	ແມ່ບ້ານ/ພະນັກງານຍາມ- Junior Officer <b>Cleaner/Guard – Junior Officer (Grade A-C)</b>
ລະດັບ 2	ຄວາມສາມາດ: ພຶດຕິກຳທີ່ສາມາດປະຕິບັດຕົວຈິງ. <b>Capable:</b> Practical application of the behaviors.	ວິຊາການ <b>Professional</b>	ພະນັກງານໂຄງການ-ທີ່ປຶກສາຂັ້ນອາວຸໂສ <b>Project Officer- Senior Advisor/Manager (Grade D-H)</b>
ລະດັບ 3	ການສ້າງແຮງບັນດານໃຈ: ເປັນແບບຢ່າງ, ຝຶກສອນ ແລະ ສ້າງແຮງຈູງໃຈສາທິດໃຫ້ເຫັນພຶດຕິກຳ. <b>Inspirational:</b> Role models, coaches, and influences demonstration of the behaviors.	ຄຸ້ມຄອງ <b>Managerial</b>	ຜູ້ອຳນວຍການ - ຫົວໜ້າອົງການ <b>Director- CD (I-CD)</b>
ລະດັບ 4	ການຫັນປ່ຽນ: ຈົນຕະນາການ ແລະ ສ້າງສັນພຶດຕິກຳລຸ້ນຕໍ່ໄປ. <b>Transformational:</b> Envisions and innovates the next generation of the behaviors.	ບໍລິຫານງານ <b>Executive</b>	ຫົວໜ້າອົງການ <b>CD</b>

**A. Core Competencies**

Please indicate at what proficiency level you expect this role to demonstrate each Core Competency. This may be used in performance conversations and as a guide for staff development.

- **RELATIONSHIP BUILDING : 3. Inspirational**  
Develops internal and external trusting & professional relationships. Purposefully develops networks to build value through collaboration.
- **INCLUSION 3. Inspirational**  
Contributes to an environment where all employees feel a sense of belonging, valued for their differences, and empowered to participate and contribute freely.

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- **DYNAMIC LEARNING MINDSET 4. Transformational**  
Continuously seeks opportunities to learn, questions past approaches in the current environment, owns growth and learns from failure.
- **DELIVERING RESULTS 4. Transformational**  
Invests time in planning to achieve goals while meeting quality standards & demonstrating commitment.
- **COMMUNICATION 3. Inspirational**  
Effectively and appropriately interacts with others to build relationships, influence, and share ideas. Uses tact, diplomacy & cross-cultural sensitivity to navigate difficult situations.

**B. Leadership Competencies**

If this role is expected to manage direct reports, please indicate at what proficiency level you expect this role to demonstrate each Leadership Competency. This may be used in performance conversations and as a guide for staff development.

- **Strategic Leadership & Execution 2. Capable**  
Applies vision to think beyond the immediate situation. Invests time in planning, discovery, and reflection. Ensures business goals are met by executing, monitoring, & adjusting.
- **PEOPLE LEADERSHIP 2. Capable**  
Inspires, motivates, & empowers people to achieve organizational goals. Coaches, mentors, and manages employee experience, and employee performance. Creates space for others to lead.

**C. Functional Competencies**

Choose the top 3 Functional Competencies that this role must demonstrate to create the desired impact. There are many competencies that will fit the role, however, please think about the most essential skills needed for this position to succeed in their role. This may be used in performance conversations and as a guide for staff development.

Competencies	Proficiency Level
1. Ability to influence staff to understand the procurement policy and follow the donor rule & regulation.	2. Capable
2. Effective communication with internal staff & partners together with the government counterpart.	2. Capable
3. Continuously seeks opportunities to learn the new thing, owns growth and learns from failure.	2. Capable

**Organization Structure**

