



**Terms of Reference**

# **MANAGER, PROJECTS**

Full-time Conditional staff position based in Islamabad, Pakistan.

Revised: August 2024



## 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 a range of complementary services, including monitoring, evaluation and learning / data analytics / research, evidence and analysis / advisory / project management / communications / 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](http://www.integrityglobal.com).

## How the Manager, Projects fits into the Integrity team

*The Manager, Projects 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.*

Responsibilities include project management, technical delivery, business and proposal development, and wider institutional learning. The Manager, Projects will work flexibly across Integrity's different services and teams and will be attracted to a fast-paced working environment. The focus of the Manager, Projects' work will depend on current priorities. The majority of the role is focused on project delivery, with periods of technical design and business development.

The Manager, Projects role will be based in Islamabad and will report to the Principal Manager, Projects in the UK Services team. From a management perspective, the role will sit within the UK Services Team, which leads the design and delivery of our UK portfolio of work. They will also work closely with the Business, Corporate and Operations teams.

## Scope of Work

*The Manager, Projects will take on project management roles on key projects, including resource and work planning, budget management, value for money tracking and reporting, systems and tool development and client management. They will also support wider company learning.*

In addition, the Manager, Projects will also support the consolidation and proliferation of good project management practice within the company, supporting initiatives within working groups and working with the technical team to ensure high quality project delivery.

## Terms of Reference

### A. Project Delivery (75%)

The Manager, Projects will play a key role in the delivery of Integrity's projects, fulfilling project management functions, ensuring that delivery is high quality, on budget and on time, in a manner that builds and sustains stakeholder satisfaction. The Manager, Projects will:

- Work with Project Directors, Principal Managers and Senior Project Managers to support Integrity in delivering its portfolio of projects on time, on budget and to high-quality standards through project management and governance roles and aligned with Integrity's Standard Operating Procedures.
- Apply Integrity's project management tools and processes to suit project needs and company systems, including project delivery workflows, key performance indicators, VFM frameworks, risk management, work planning and financial tracking.
- Manage the production of project deliverables, coordinating with technical focal

points.

- Develop and sustain our reputation for high-quality, innovative and client- and community- focused work, ensuring quality assurance and quality control measures are maintained.
- Support the development and negotiation of proposals, amendments, variations and novation to contracts, ensuring effective coordination with relevant parties across Integrity's teams.
- Effectively and efficiently manage project operations, coordinating across the company and project teams on contracts, resource, technical, logistical, compliance, and risk management.
- Manage project-level risks and opportunities, identifying, escalating, managing and tracking issues in coordination with those accountable for delivery.
- Effectively and efficiently manage project finances, working with the Finance Team and Project Director's to ensure compliance with contractual and company requirements, accurate budgeting, forecasting, and reconciliation, and the optimisation of financial performance in line with Integrity's Vision, Mission, Values and Ethics.
- Effectively, empathetically and diligently manage relationships with clients, consortium partners, staff, consultants and stakeholders in line with our Vision, Mission, Values and Ethics.
- Provide technical or thematic inputs (as fits your skill set and experience) to contracted projects, including the design, delivery and quality assurance of technical outputs.
- Provide technical support and other roles on contracted projects.

## **B. Technical Design and Business Development (15%)**

The Manager, Projects helps drive technical quality across the design and delivery of our projects. The Manager, Projects will work with colleagues across the company to help develop and deliver market-leading approaches. The Manager, Projects will:

- Contribute to the articulation, development and roll-out of approaches and methodologies, in line with Company strategy.
- Support internal and external thought leadership on Integrity's service offering.
- Contribute to the technical and commercial design of new Integrity opportunities, from identification and pre-positioning through to proposal design, drafting/budgeting, submission, negotiation and mobilisation.
- Develop and sustain strong working relationships with key stakeholders including government, World Bank, FCDO, USAID and other relevant accounts.
- Support the development of technical and commercial offers on selected projects and proposals.
- Support the growth and/or improvement of our service, thematic and geographic capabilities. In particular, work closely with the Principal Manager in Pakistan to improve our project management offer in the country.
- Contribute to internal and external communications on agreed services, thematics and/or geographies.
- Support Principal Manager in identifying new consultants with the appropriate technical, management and thematic skills to deliver Integrity's growing portfolio of

work.

- Support efforts to identify new business opportunities.

### C. Learning (5%)

The Manager, Projects supports internal and external learning, particularly on key services, thematic and geographies. This includes building awareness of Integrity's approaches and strengthening the capacity of colleagues to design and deliver to the required standard. The Manager, Projects will:

- Identify and share lessons from project delivery and contribute to lesson learning across the team.
- Support the Head of Project Management to drive good practice within the service, through engagement with in-house training materials, training modules and other learning events, particularly through the Project Management Working Group.
- Work with colleagues to support their own 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 Manager, Projects will have:

- 3-7 years' experience working within international development, humanitarian, security, and/or the consultancy sector.
- Experience managing challenging projects, including workflow planning and management, budget and resource management, contract management and risk management.
- 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 processes and tools.
- Intermediate level MS Excel (minimum).
- Experience of working with international humanitarian, development or security actors.

It is **desirable** that the Manager, Projects will also have:

- Thematic experience in climate resilience, humanitarian, natural resources and environment, health and/or education.
- Experience working in fragile and conflict-affected environments.
- Experience of working with the UK Government, particularly FCDO.
- Experience of and relevant accreditation in project management methodologies, including PRINCE, MSP, APM, Agile, Lean etc.
- Experience supporting the pursuit of new business, including competitive bidding.

- Experience of managing downstream partners and working with diverse stakeholders.

## Languages

- Written and oral fluency in English, with excellent communication skills, including the ability to write clear and compelling narratives.
- Proficiency in Urdu is required. Other regional language including Punjabi, Sindhi and Pashto would be an advantage.

## 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"><li>• Ethics</li><li>• Leadership</li><li>• Planning and Organising</li><li>• Development and Continual Learning</li><li>• Results Focus and Initiative</li><li>• Teamwork</li><li>• Customer Orientation</li><li>• Communication</li><li>• Managing Change</li></ul>	<ul style="list-style-type: none"><li>• Analytical and Flexible Thinking</li><li>• Achievement Focus</li><li>• Managing Resources</li><li>• Teamwork and Team Leadership</li><li>• Customer Orientation</li><li>• Influencing</li><li>• Organisational Knowledge</li><li>• Organisational Alignment</li><li>• Strategic Thinking</li><li>• Accountability</li><li>• Developing Talent</li></ul>

## How to Apply

If you are interested in applying for this position, please complete the application form at <http://www.integrityglobal.com/opportunities> and attach a CV and Cover Letter at the bottom of your application.

The closing date for applications is **6th September 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 Pakistan.***