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**Municipal Services  
Delivery Program**



## Sindh Municipal Services Delivery Program (MSDP)

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### Job Description of Program Director

<b>Job Title</b>	Program Director (PD)	<b>Department / Division</b>	Program Management Unit (PMU)
<b>Location to</b>	PMU, Head Office, Karachi	<b>Grade</b>	Equivalent to 20
<b>Reporting</b>	Program Steering Committee (PSC)	<b>Reporting Positions</b>	Director General (Works)
<b>Terms of Service</b>	Deputation/ Contract		Director Finance and Compliance
			Director Reforms
			Director Monitoring & Evaluation

### 1.0. Statement of Position

The Program Director is the senior most member of management reporting directly to the Program Steering Committee the performance of Program Management Unit (PMU). The Program Director provides strategy and leadership for administration, management and implementation of Sindh MSDP for achievement of set goals and objectives. The Program Director would ensure smooth functioning of the various components of the program such as:

- Infrastructure upgrades
- Management reforms
- Citizen participation
- Evaluate Women Participation in the Citizen Engagement Schemes.
- Capacity Building Program

### 2.0. Duties and Responsibilities

#### 2.1. Program Implementation and Infrastructure

- Establish policies, procedures and safety guidelines for program.
- To give direction and leadership towards the achievement of the program's
  - Philosophy
  - Mission
  - Strategy, and
  - Goals and objectives.
- Ensure accomplishment of goals and objectives within prescribed time frame and funding parameters.
- Prudently manages organization's resources within budget guidelines according to policies, rules and regulations.

- Responsible for establishing and leading the teams. Team development and leadership is therefore an important component of the program.
- Strive for Capacity Building of Program staff and coordination with institutions and departments working on project management and improved municipal services.
- Liaise with local authorities and ensuring that Sindh MSDP complies with environmental and provincial law, regulation and norms of practices.
- Promotes public interest and understanding of the program for the purpose of improving relations with stakeholders.
- Ensure the proper compliance of procurement, Financial Management and M&E Frameworks as prepared for the program under Capacity Building Plan.
- Evaluate programs and provide feedback as needed.
- Supervise provision of safety and in-service meetings.
- Report and discuss activity schedule plans with PSC.
- Provide on-site surveys and review of programs.
- Arrange necessary workshops, events and training seminars.
- Communicate policy and information to program staff.
- Communicate program status with PSC on regular basis.

## **2.2. Coordination and Relations**

- Provide public presentations and demonstrations as needed.
- Coordinate with relevant Government and Non-Governmental Organizations for their input as and when required.
- Facilitate Program Steering Committee (PSC) meetings as Secretary of the Committee according to the schedule or requirement
- Supervise the production of newsletters, articles and other promotional materials.
- Assure the program and its mission and services are consistently presented in effective manner for positive image to relevant stakeholders.
- Attend and/or present at relevant seminars, shows, fairs and organizations
- Engage with and contribute to bodies external to Sindh MSDP as necessary and as advantageous. These include government bodies, bodies for the humanitarian system and other as deemed necessary
- Ensure liaison and close coordination with USAID, Pakistan
- Maintain open communication lines among staff, management, contractors and consultants and participants.

## **2.3. Administration and Human Resource**

- Ensure effective supervision and management of Project.
- Effectively manages the administration and human resources of the program according to approved policies and procedures that fully conform to current laws and regulations
- Interface with, and cultivate relations with, professional and community partners.
- Oversees with program budget development

- Maintain program expenditures within budgeted parameters and ensure financial accountability.
- Review progress reports prepared by departmental heads extend leadership guidelines to overcome the gaps for smooth implementation of the program activities in efficient manner.

### 3.0. Additional Job Functions

The Program Director shall exercise such other powers and perform such other duties as may be assigned to him, from time to time, by PSC, and shall be responsible for prompt and proper implementation of the instructions.

### 4.0. Preferred Qualification and Experience

- Candidate can be from Government Services (serving/retired) being involved in similar experience being head. He should be neutral and be in a position to lead the project independently and objectively.
- Master's degree in Social Sciences, preferably Economics, Business Administration, Development Studies, public policy from recognized national institute. International degree in any of the specified discipline will be preferred.
- Minimum 15 years of experience at senior level position in Government and Development sector preferably having experience in management of Municipal Services Delivery.
- Experience in Organizational Management, Program Management, project handling and institutional Strengthening. Working with international organizations/ government organizations in implementing institutional strengthening Programs is desirable.
- The candidate should ideally be under 50 years of age; however age may be relaxed in exceptional experienced cases.

### 5.0. Knowledge and Skills

- **Judgment and Decision Making** - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Communication** - Convey information effectively to all stakeholders and listen to what people are saying, understand the points being made and incorporate. .
- **Active Listening** - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Coordination** - Adjusting actions in relation to ground realities.
- **Time Management** - Managing one's own time and the time of others.
- **Management of Personnel Resources** - Motivating, developing, and directing people as they work, identifying the best people for the job.

- **Complex Problem Solving** - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Monitoring/Assessing** - performance of individuals, departments to make improvements or take corrective action.
- **Systems Evaluation** - Identifying measures or indicators of system performance and the actions needed to improve and correct performance, relative to the goals of the system.
- **Management of Financial Resources** - Determining where and how money will be spent to get the work done, and assure transparent financial accounting for same.
- **Management of Material Resources** - Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed for the work to be carried out.
- **Persuasion** - Persuading personnel for achievement of organization/ program goals, to change their minds or behavior.
- **Computer Proficiency** - The knowledge of computer systems and the ability to work with at least MS Office

## 6.0. Disclaimer

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities of employees to this job.

	Name	Designation	Signature with date
<b>Issued By</b>			
<b>Reviewed by</b>			
<b>Approved By</b>			