

## Position Description | Program Manager

Cooper/Smith is a technical assistance organization focused on using hard data to increase the efficiency and effectiveness of development programs worldwide. Our goal is to facilitate sustained, fit-for-purpose technical solutions and capacity, embedded in local structures. Since 2015, Cooper/Smith has served as a lead technical and implementing partner to governments such as Burkina Faso, Cameroon, Kenya, Liberia, Malawi, Nigeria, Thailand, and Zambia. We provide specialized assistance in developing, improving, and refining national approaches to data architectures and digitizing the health and finance sector. This experience includes supporting programs of donors such as the Bill and Melinda Gates Foundation (BMGF); the U.S. Department of State – Office of the Global AIDS Coordinator; U.S. Centers for Disease Control and Prevention (CDC); the Global Financing Facility for Women, Children, and Adolescents (GFF); the World Health Organization (WHO); the Global Fund to Fight AIDS, Tuberculosis, and Malaria (the Global Fund); and the U.S. Agency for International Development (USAID).

**Cooper/Smith is currently seeking a Program Manager to support two of our Malawi-based grants.**

The Program Manager will oversee project activities, and work closely with the Cooper/Smith Technical and Operations teams to ensure the delivery of high-quality technical products and ensure optimal communication with clients, stakeholders, and partners.

**Duration:** This is a full-time position with a salary range of \$80,000 - \$100,000.

**Location:** Lilongwe, Malawi.

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### Who We Are

- Innovators, solutions specialists, champions of collaboration, and global citizens with professional experience in over 35 countries.
- A dynamic team with extensive experience in strategic planning, results management, efficiency analysis, modelling, operational research, and digital solutions
- Lovers of hard work, good laughs, and passionate about delivering solutions and results with broader social value.

### Who You Are

- A highly curious thinker who is self-motivated and results-oriented, can deliver on tight deadlines, and is motivated by the opportunity to help grow a young organization.
- A person who enjoys a challenge, can describe nuance and complexity, and is ultimately driven to produce creative solutions
- Someone who seeks to frame their work in the big picture [the 'why?'], but equally attends to the details in getting there [the 'how?'].
- Someone passionate about the use of measurement and data to improve management, performance, and program effectiveness.
- Someone who thrives in a flexible work environment; can manage competing demands and adapt to shifting priorities; uses good judgments working in stressful situations; and enjoys working with a diverse, global team.

## Responsibilities

### Coordination and Management

- Manage two related Malawi-based grants including coordinating technical staff, managing project deliverables against deadlines, and tracking project budget against actuals.
- Ensure effective communication between Cooper/Smith's Management Team and program staff to detail key activities, challenges, and programmatic needs.
- Ensure coordination of country management (government representatives, local stakeholders, etc.) approval or buy-in on the development of technical products.
- Design and implement necessary user or stakeholder engagement strategies for technical products and digital health initiatives.
- Ensure that high quality, cutting-edge deliverables are submitted to the clients in a timely manner and within budget.
- Establish key programmatic and resource planning activities, ensuring adherence to programmatic and donor objectives.
- Coordinate with Cooper/Smith's Technical and Operations teams to identify, engage, and manage consultants to support project needs.
- Oversee the management of field studies and data collection activities, including providing design inputs to surveys and data collection tools.
- Manage relationships and oversee the technical outputs from sub-grantees and sub-contractors supporting Cooper/Smith projects.
- Serve as the primary liaison between the project staff, the project Technical Coordinators, and the sub-grantees or sub-contractors.

### Client Management

- Serve as the primary project liaison for all client communications, meetings requests, and engagements.
- Attend donor meetings, country steering committee meetings, planning sessions, and stakeholder workshops.
- Review all technical products with the project Technical Coordinators before submission to the client, and coordinate approval of technical products with the Chief Technical Officer when necessary.
- Maintain effective relations with local implementing organizations, program partners, and donors.

### Administration and Finance

- Manage the technical and contractual agreements with all sub-grantees or sub-contractors, including tracking all outputs, milestones, and reports.
- Oversee the development and delivery of outputs prepared by project staff or consultants.
- Review project budget reports monthly and track upcoming or future expenses specific to project needs, conveying those details and changes to the Operations and Finance teams.
- Review and approve subcontractors or subgrantees invoices, funding requests, and other financial requests.
- Ensure adherence to project budgets by monitoring expenses and implementing cost saving measures.
- Lead the writing of the technical narrative for the progress or final reports and support the preparation of other reports, as requested.

- Support other activities and tasks, as requested.

## Required Skills

- 5-8 years of relevant professional experience working in a similar role; experience working in global health highly preferable.
- Experience working with multidisciplinary teams in international settings.
- Demonstrated success supporting teams in an administrative capacity.
- Exceptional organizational and prioritization skills.
- Strong verbal and written communication skills.
- Ability to juggle multiple projects and tasks with superb accuracy and keen attention to detail.
- Familiarity with commonly encountered organizations in the international development sector [donors, multilaterals, consulting firms, etc.].
- Exceptional interpersonal and customer service skills, (both in remote and in-person settings); experience engaging clients, donors, and external partners highly preferable.
- Intermediate to advanced skills with Microsoft Excel; proficient in other Microsoft products [Word, PowerPoint, OneNote, Sites] and Google suite (Sheets, Docs, Slides, etc.).
- Knowledge of disease burden and response efforts in economically developing countries [e.g., programs designed to address HIV, TB, malaria, water, and sanitation, etc.].
- Bachelor's degree in international development, Public Health, or related field required, Master's Degree in a related field preferred.
- Knowledge of HIV program delivery a plus.

## What We Offer

- Flexible work hours and work-from-home flexibility.
- Generous time-off policy.
- 401K with matching incentives.
- Medical/dental/vision benefits.
- Professional development opportunities.
- A benefits package exceeding industry standards.
- Salary range commensurate with skills and experience.
- Opportunity to contribute to a growing organization.
- Opportunity to work with a talented, energetic team of development professionals passionate about sustainable results.

## Application Requirements

Eligible and interested candidates can submit their CV and expression of interest to [jobs@coopersmith.org](mailto:jobs@coopersmith.org). Please include the position description in the subject line. Applications will be reviewed on a rolling basis.