

JOB PROFILE

Profile	Manager
MITA Career Level	6

ROLE OVERVIEW

Managers are responsible and accountable for the outcomes of initiatives, projects, services and/or teams in line with business plan and strategies.

They are expected to deliver outcomes by working across boundaries and empowering their people.

VALUE PROPOSITION

Valued for managerial expertise and ability to lead others.
Lead the delivery of work programs through others.

MANAGEMENT COMPETENCIES & LEADERSHIP BEHAVIOURS¹

Vision	<ol style="list-style-type: none"> 1. Demonstrates broad perspective 2. Navigates ambiguity and politics 3. Leads change 4. Delivers by working across boundaries 5. Champions innovative ideas and solutions
Results	<ol style="list-style-type: none"> 6. Manages team performance 7. Manages internal and external relationships 8. Build team capability 9. Inspires individual and team commitment in the pursuit of results
Accountability	<ol style="list-style-type: none"> 10. Models professional and ethical behaviour 11. Displays courage in the provision of advice and decision making. 12. Applies sound corporate governance 13. Commits to personal development.
Domain	<i>Domain Subject Area Knowledge²</i>

¹ Refer to Appendix for detailed explanation of Management Competencies & Leadership Behaviours

² Specified with Call for Applications

MAIN TASKS

- Takes responsibility for the day-to-day activities of a project/service/function ensuring that the delivery of new products or services is to the appropriate levels of quality and security, on time and within budget, and in accordance with company and EU policies and procedures.
- Engages and supports the client in the compilation of plans and in the definition and launch of related initiatives within area of responsibility.
- Assists the client and/or the Agency in the preparation of Business Cases for initiatives and for the development of costed proposals and tenders.
- Plans and designs the various deliverables within the Project/Service/Function, regularly monitoring their overall progress, resolving issues and initiating corrective action as appropriate.
- Leads the procurement process for professional products/services from specification, to placing contracts, ensuring strict adherence with public procurement legislation.
- Manages third party contributions to the project/service/function such as contractors.
- Manages the communications with stakeholders; deliver presentations, contribute articles and participate in meetings and conferences on related issues and initiatives.
- Manages risk – anticipate and prevent bottlenecks, manage prioritization and balance needs, initiating extra activities and other management interventions wherever gaps in the project/service/function are identified or issues arise.
- Reports progress at regular intervals to the various stakeholders and escalate issues when necessary.
- Keeps abreast of the international and especially EU trends and participate and represent MITA in related events, building relationships with academic, government, and corporate institutions.
- Develops and maintains manpower plans for personnel involved and monitoring the deployment of individuals to ensure that they are contributing effectively whilst developing skills and experience.
- Ensures that skills transfer to more junior members of staff takes place continuously; identifies the training needs of the staff within the team and ensures that those that are agreed to are scheduled and delivered.
- Other duties as assigned.

CERTIFICATION

Name	Relevant Professional Certification
Mandatory Y/N	No

REPORTING LINE

Reports to	Head of Department or delegate
Interacts with	Peers
Supervises	Staff as required

WORKING CONDITIONS

Normal office hours with possibility to provide support in unscheduled or crisis situations after hours and/or on weekends.

Appendix 1 Management Competencies & Leadership Behaviours

	Main Competencies	Sub Competencies	Behavioural indicator
Vision	1. Demonstrates broad perspective	<ul style="list-style-type: none"> • Strategic thinking • Strategic planning & leadership 	<ol style="list-style-type: none"> Conveys the vision for their area in a compelling way Takes the broadest possible view of an issue or problem Is future oriented in analysis, thought and action
	2. Navigates ambiguity and politics	<ul style="list-style-type: none"> • Problem solving • Strategic thinking 	<ol style="list-style-type: none"> Navigates complex and ambiguous environments, in the absence of complete information Understands 'hot button' areas of political sensitivity and risk, and uses judgement when deciding how to proceed Accurately reads situations and group dynamics
	3. Leads change	<ul style="list-style-type: none"> • Planning • Influencing 	<ol style="list-style-type: none"> Adopts a planned and comprehensive approach to implementing organisational change Understands and influences organisational culture Influences others
	4. Delivers by working across boundaries	<ul style="list-style-type: none"> • Customer Focus • Strategic thinking 	<ol style="list-style-type: none"> Sees and acts on opportunities for synergy and integration across the agency, partners and clients Works effectively with other parts of the agency and clients to deliver results
	5. Champions innovative ideas and solutions	<ul style="list-style-type: none"> • Innovative thinking • Driving performance improvement 	<ol style="list-style-type: none"> Open to and experiments with innovative approaches Analyses both success and failure to identify opportunities for improvement Inspires and harnesses the creativity of others Demonstrates good judgment about the creative ideas and suggestions of others that will work

Results	6. Manages team performance	<ul style="list-style-type: none"> • Planning • Team management 	<ol style="list-style-type: none"> Implements systems and processes to ensure ongoing delivery Organises various resources (people, funding, material, support) to achieve results Measures and monitors the performance of their area
	7. Manages internal and external relationships	<ul style="list-style-type: none"> • Influencing • Credibility • Strategic thinking 	<ol style="list-style-type: none"> Builds and maintains productive relationships with internal and external stakeholders Communicates in a way that is appropriate for the situation, and that promotes trust, respect and integrity Models open communication. Actively and attentively listens to others Understands different and competing views, and synthesises stakeholder information to inform approach Manages conflict and negotiates outcomes without compromising relationships Manages challenging stakeholders with diplomacy and tact
	8. Builds team capability	<ul style="list-style-type: none"> • Planning • Team Management 	<ol style="list-style-type: none"> Understands and can articulate the strengths and limitations of their direct reports and staff Develops the knowledge, skills and abilities of their direct reports Encourages opportunities for learning and stretch assignments to build capability
	9. Inspires individual and team commitment in the pursuit of results	<ul style="list-style-type: none"> • Team Management • Leadership 	<ol style="list-style-type: none"> Motivates individuals and creates a culture where people want to 'go the extra mile' Focuses strongly on the achievement of results, and places the same expectation on others Gives people the balance of autonomy and support they need to achieve outcomes Builds a cohesive and supportive team environment
Accountability	10. Models professional and ethical behaviour	<ul style="list-style-type: none"> • Modelling ethical behaviour • Managing self 	<ol style="list-style-type: none"> Acts in accordance with the agency Code of Conduct and other policies. Models ethical behaviour and consistently applies those ethical standards to self and others Is consistent in word and actions Is viewed as trustworthy, honourable and truthful, and respectful of the views of others Able to understand, monitor and channel their own emotions in a

			positive way whilst staying true to self
	11. Displays courage in the provision of advice	<ul style="list-style-type: none"> • Problem solving and decision making • Displaying managerial courage 	<ol style="list-style-type: none"> a. Provides advice and makes decisions that are rigorously considered and supported by a clear rationale b. Uses analysis, experience and judgement to make informed decisions c. Takes personal responsibility and does not hold back on issues that need to be addressed d. Willing to be the only champion for an idea or position
	12. Applies business acumen	<ul style="list-style-type: none"> • Business acumen • Managing corporate risk 	<ol style="list-style-type: none"> a. Exercises sound business acumen in corporate governance areas, such as financial, contract, and project management b. Understands the origin and reasoning behind key policies, practices and procedures
	13. Commits to personal development	<ul style="list-style-type: none"> • Self-awareness • Self-development 	<ol style="list-style-type: none"> a. Is aware of personal strengths and weaknesses and takes account of these when acting b. Is committed to their own development and continuous self-improvement, and sees learning opportunities in everyday work c. Reflects on the reasons for both success and failure, and learns from the experience d. Actively seeks feedback and modifies their approach to enhance leadership effectiveness