



TERMS OF REFERENCE

Position title:	Chief Operating Officer, WWF Greater Mekong
Directly reports to:	Representative, WWF Greater Mekong
Supervises:	Finance and Administration Director, HR Director, IT Manager, Internal Auditor and M & E Coordinator
Validity:	December, 2011
Location:	Hanoi, Vietnam

Background

The Greater Mekong region is one of the biologically richest places on the planet; its varied natural resources support the livelihoods and well-being of millions of people in mainland Southeast Asia. WWF Greater Mekong – on the ground in Cambodia, Laos, Thailand and Vietnam – is working to conserve the region's biodiversity and build a secure and sustainable future for people and wildlife

I. Major Function

The Chief Operating Officer (COO) supports the WWF Greater Mekong (WWF GM) Representative by leading the WWF GM's operations team so as to ensure the effective and efficient operations of WWF GM to fulfill the Strategic Objectives of WWF GMP Strategic Plan (FY 11-FY 15), the Network Standards of WWF International, policies and procedures of GM. The COO will ensure strategic leadership together with the heads of Operations teams for engagement with rest of WWF GM's Regional Management Team (RMT). With the Representative, the COO will facilitate strong collaboration, learning and communications within WWF International as well as with the rest of the WWF network to ensure a strong and credible WWF GMPO.

II. Major Duties and Responsibilities

- Directs, coordinates and manages the work of Operations Units through the respective Director and Unit Heads, including the following functions: Finance, HR, IT, Internal Auditor and Monitoring and Evaluation
- Ensures effective implementation of all relevant parts – Finance, IT, HR and M&E -of the WWF GM operational plan so as to meet agreed targets and ensures adaptive management and performance standards.
- Directs and improves WWF GM's performance to meet WWF International's operations and management systems network standards and partners contractual requirements of WWF GM. Keeps a constant

review of the systems and organisational processes with a view of making them empowering, efficient and effective.

- With the Operations team and support of RMT, ensures delivery of reporting and monitoring requirements for WWF Network including KPIs, Dashboard, Annual Action Plans monitoring and Reports; GPF Monitoring and Reporting; INSIGHT; etc.
- Coordinates with the Operations teams their work plans, budgets and deliverables ensuring compliance with policies and timelines for WWF GM.
- Ensure the establishment of an effective annual program and budgeting process following the Annual Plan and Monitoring System (APMS), Strategic Plan and Monitoring System (SPMS) and takes the lead on its annual implementation. Ensures rolling 3 year financial projections and 3 year basket funding is established
- Works with the RMT to establish a strong performance culture across WWF GM to deliver on commitments highlighted in the Strategic Plan, and under Project 4 deliverables.
- Liaises with rest of RMT so as to understand all necessary aspects and needs of operational development and Strategic Plan targets, and to ensure they are fully supported by as well as informed of operational objectives, purposes and achievements; ensures participation and engagement of Operations teams in all relevant meetings and planning of other departments (including conservation) of WWF GM and with partners.
- Identify critical capacity requirements of GM workforce and take the necessary steps to address the needs and strengthen the organization.
- Maintain awareness and knowledge of contemporary operational development systems, policies of WWF network and partners, ensuring effective implement of organizational policies and standards, coaching and mentoring to Directors, Managers and staff within WWF GM.
- Ensures the overall legal requirements of WWF and its presences and staff in GM including the Country Offices as well as contractual partnerships and agreements are credible and up to date.
- Ensures the change management plan is which is put in place and includes organisational restructuring, revised salaries, matrix team etc is fully operational and functions effectively and efficiently. . Provides regular consolidated briefs and updates to the Representative in terms of the key progress, under-performance and challenges faced in the region.
- Promote and practice WWF's desired values, principles, attitudes, behaviours, strategies and standards
- Ensure effective contacts, communication, collaboration and exchanges (including staff exchanges) particularly within GM Country Offices, and with other Offices in Asia Pacific region
- Perform other duties as requested by the WWF GM Representative

This TOR covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.

III. Working Relationships

1. Internal

- Report to GM Representative. Is required to closely work with conservation Director, Conservation team members and Heads of Marketing team and Communications department

2. External

- Maintain good relationship with WWF International operations teams and focal points, WWF Network offices as well as external partners with whom there are operational links in partnership and contractual arrangements with WWF

IV. Requirements

1. Education and Qualification

- An advanced degree in management, business administration or international development or a relevant field
- At least 10 years. professional experience in a leadership role, with demonstrated success in managing teams and office operations as well as boards, corporate engagement and relationship management, and managing complex budgets
- Proven knowledge and experience of the not-for-profit sector, preferably of environmental non-government organizations, governance and regulatory compliance

2. Skills and Competencies

- Proven leadership skills with excellent capacity to manage human and financial resources; ability to inspire and motivate staff and external partners
- Demonstrated experience in developing, implementing and evaluating strategic plans
- High level negotiation, facilitation as well as interpersonal and influencing skills and the capacity to develop and maintain strong relationships within WWF and across the WWF Network and in the business and not-for-profit communities
- Superior oral and written communication skills in English; knowledge of national language of one of the GM Country Offices desirable but not essential
- Adheres to WWF's brand values, which are: Knowledgeable, Optimistic, Determined and Engaging

V. WWF's Mission and Values

1. It is part of every staff member's terms of reference to contribute to **WWF's mission:**

WWF's Mission is to stop the degradation of the planet's natural environment and to build a future in which humans live in harmony with nature, by:

- *conserving the world's biological diversity*
- *ensuring that the use of renewable natural resources is sustainable*
- *reducing pollution and wasteful consumption.*

2. It is also part of every staff member's terms of reference to embody WWF's **values.**

WWF's core values help describe what makes WWF a unique and special place to work. WWF's values guide individual employees, shape interactions between all

employees and departments, and foster strong relationships with our external partners and supporters.

We are:

- **Engaging**

Open, available, accessible

- **Optimistic**

Inspiring, positive, ambitious, successful

- **Determined**

Passionate, urgent, results-oriented

- **Knowledgeable**

Science and facts based, wise/smart, intelligent, expert

Prepared by:

Signature

Date:

WWF GM Representative

Approved by:

Signature

Date:

Accepted by:

Signature

Date:

Staff member