



Pacific Horticultural and Agricultural Market Access (PHAMA) Plus Program

Position Title	Administration and Finance Officer - Tonga
Long/Short Term	Long Term, locally engaged position
ARF Classification	N/A
Duration	March 2024 to 30 June 2026
Position Location	Nuku'alofa, Tonga with travel to other program locations as required
Reports To	Operations and Finance Manager delegated to Country Manager - Tonga

Job Specification

The Administration and Finance Officer (AFO) in Tonga is responsible for overseeing the country office operations, financial management, logistics and travel, assets and procurement. They will provide timely and effective finance and administration support for PHAMA Plus and are the contact point for office operations, maintenance, procurement, equipment (IT), meeting/event support, travel, filing, other financial and general administration.

Responsibilities include:

Financial Management:

- Manage PHAMA Plus' financial control systems and procurement requirements, in accordance with DFAT and DT Global policies and procedures (including the PHAMA Plus Operational Procedures) as well as be compliant with appropriate accounting standards and the requirements and laws of Tonga and its government.
- Process invoice payments including management of supplier accounts, expense coding, preparation of accounts payable paperwork and data entry into the DT Global financial system (MYOB) on a timely basis.
- Weekly petty cash management and cheque register reviews.
- Encourage and support the prompt acquittal of cash advances by PHAMA Plus Tonga team.
- Support the processing of Expense Reimbursement Forms by PHAMA Plus Tonga team in a prompt manner.
- Manage a list of operational payments due, and proactively chase any that are delayed.
- Manage a comprehensive list of services committed across the program in Tonga, and proactively follow up with service providers to obtain invoices for these services.
- Manage all operational payments in country, including mobile phone and landline accounts, rent, utilities, vehicle expenses, ensuring that payments are up to date and any personal calls are reimbursed by PHAMA Plus Tonga team members.
- In liaison with the PSU, provide training and ongoing support to PHAMA Plus Tonga staff and partners on financial requirements under partnerships, identify any gaps in understanding and follow up support.
- Support partners in financial requirements under agreements, including procurement and acquittals.
- Attend team meetings and provide regular financial updates, especially on payments, to the Country Manager.
- Prepare annual operating budget, in liaison with the Country Manager and senior management team.

Logistics:

- Organise timely travel, accommodation and visa requirements for PHAMA Plus Tonga team members, partners when appropriate, and Short-Term Advisers.
- Coordinate meeting arrangements (venue, catering, accommodation etc), where appropriate in collaboration with the Tonga team. This will include events across the country.
- In accordance with the PHAMA Plus Operations Manual, ensure all relevant documentation is in place for travel and meetings on a timely basis, including travel request forms; per diem calculation forms; security inductions; agendas; attendee lists; IDs and COVID vaccination certificates, and quote evaluations, as required.
- Negotiate with service providers to ensure value for money for DFAT and PHAMA Plus.



Job Specification

- Liaise with international and local advisers prior to, and during travel, to ensure all arrangements are in place and questions answered.
- Maintain a list of preferred suppliers for travel and events with at least two approved service providers for each event location.
- Liaise with the operations team to track travel of PHAMA Plus team members and stakeholders taking part in PHAMA Plus-funded travel.
- Assist the country team with shipping goods within Tonga and to other countries including coordinating customs requirements.
- Coordinate all logistical functions in accordance with DFAT and DT Global policies and procedures (including the PHAMA Plus Operations Manual).
- Manage the PHAMA Plus program vehicle (where applicable) including quarterly servicing and ensuring the logbook is maintained and sent to the Program Support Unit (PSU) on a quarterly basis.

Health and Safety:

- Ensure the PHAMA Plus Health and Safety Manual for Tonga is kept relevant and updated and informs the team's safety.
- Provide induction/security briefings to all PHAMA Plus-funded visitors (including PHAMA team members) to PNG.
- Responsible for assisting the PSU to maintain and update the PHAMA Plus Health and Safety Plan for Tonga, as required.
- Responsible for health and safety inductions for new team members and short term advisers.
- Manage office tidiness and ensure all items are stored as required at all times in appropriate places.

IT:

- Manage IT services for the country office including laptop repairs and maintenance; purchase of new IT assets; maintenance of the printer including organising regular servicing and keeping asset register updated.
- Manage the office Wi-Fi system including addressing any issues with the service provider and renewing/cancelling contracts as required.

Asset management:

- Conduct six monthly asset checks in consultation with PSU.
- Arrange for the disposal of old assets in accordance with PHAMA Plus procedures as required.
- Liaise with PSU to ensure that any newly purchased assets are added to the asset register and that purchase documentation and warranties are saved on file.

General:

- Support the delivery of program activities in Tonga including arranging meetings, training events and support to visiting consultants, as required by the Tonga team.
- Manage induction processes for new team members (e.g. health and safety briefings/training on financial and administrative processes).
- Ensure fraud management is applied across all financial activities to ensure a zero-tolerance culture throughout the Program.
- Manage the PHAMA Plus Tonga electronic filing system in accordance with the PHAMA Plus Operations Manual, ensuring all documentation is saved to the PHAMA Plus cloud-based server system.
- Ensure that PHAMA Plus processes and procedures are effectively implemented in accordance with DT Global policies and procedures including, but not limited to the DT Global Code of Conduct, Fraud and Anti-Corruption Policy, Confidentiality, Child Protection and Health and Safety, as well as being compliant with the requirements of relevant Australian and Pacific Island country laws.
- Ensure the efficient and timely delivery of activities, with a zero-tolerance approach to fraud.
- Provide client-focused, responsive technical support to all PHAMA Plus countries and achieve a high level of internal and external customer satisfaction.
- Perform other administrative or finance tasks as requested by the Tonga team or operations team.



Reporting Requirements

- Financial reports (cash flow, payment updates), procurement documents, health and safety manual

Required Qualifications and Experience

- At least five years’ experience in a similar role and relevant qualifications.
- Demonstrated knowledge of finance and administration principles including value for money.
- Be highly organised, with excellent time management skills, attention to detail and an ability to work independently to complete set tasks.
- Outcome and deadline focused and able to work under pressure.
- Health & safety conscious with experience responding to health and safety incidents.
- Initiative and drive – self-starter and ability to follow-through on tasks.
- A ‘can do’, client-focused attitude and ability to work effectively as part of a team based in ten Pacific Island Countries.
- Enjoy a challenge and be able to work under pressure to meet tight deadlines.
- Commitment to principles of gender equality, social inclusion, capacity development and anti-corruption.
- A current passport would be preferred.
- A drivers’ license would be a distinct advantage
- Highly competent in the use of ICT, including Microsoft applications and file storage solutions.
- Excellent verbal and written communication skills in English.

Key Relationships

- Matrix reporting lines to Country Manager - Tonga and Operations and Finance Manager at PSU with day to day oversight delegated to Country Manager - Tonga.
- Works closely with the whole team in Tonga, as well as DFAT and MFAT and industry and government partners as applicable.
- Colleagues in the Operations team across the program.

Responsibilities to deliver against DFAT Performance Ratings

<p>Deliver agreed outputs to the standard required</p>	<ul style="list-style-type: none"> – Achieve results and deliver on time; ensuring deliverables are of high quality, accurate and meet the defined requirements. – Build capacity and transfer knowledge to key counterpart(s). – Effective leadership and management. – Undertake sound monitoring and evaluation reporting that includes quantitative and qualitative evidence of progress against objectives. – Promote sustainability and if applicable, prepare for transition out of activity.
<p>Deliver Value for Money (VfM) through ethical, efficient, economical use of funds</p>	<ul style="list-style-type: none"> – Ensure robust systems and procedures are in place to monitor and manage value for money and deliver defined services within budget. – Eliminate inefficiency and duplication and apply lessons learnt and employ effective, ethical, efficient and economical use of funds. – Scrutinise costs to pursue the most cost-effective options and considers proportionality in planning/allocating resources.
<p>Work collaboratively and communicate effectively</p>	<ul style="list-style-type: none"> – Work collaboratively, communicate effectively with stakeholders and counterparts (including partner government, other donors, private sector, communities and beneficiaries) and respond to emerging issues. – Build effective relationships and ensure DFAT and MFAT are consulted on key developments and emerging issues. – Demonstrate professional conduct, cultural sensitivity, communicate effectively, work collaboratively and build effective relationships.



	<ul style="list-style-type: none">– Demonstrate appropriate flexibility and responsiveness to DFAT (and/or its implementing partner) and the Partner Government’s requests.– Address problems/issues openly and constructively.
Comply with DFAT policies and effectively manage risk	<ul style="list-style-type: none">– Effectively manage risk, fraud and corruption, informing DFAT of any risks or issues that may adversely affect timing, cost or quality of services.– Take appropriate account of DFAT policies including Child Protection, Environmental and Resettlement safeguards; Gender Equality and Disability Inclusive Development and Animal Welfare.– Follow branding guidelines, including use of the DFAT crest logo and Australian Aid Identifier, and promote the visibility of Australian Government funded aid investments as appropriate.– Propose, promote and implement innovative development approaches (e.g. results-based aid; trialling/adapting).