

Job Description (Asia Region)

This job description serves as a clear and accurate outline of the role's purpose, key responsibilities, and required qualifications. It is designed to guide recruitment by ensuring candidates and hiring teams share a common understanding of the position. It also helps align the role with organizational goals, supports performance management, and provides a reference point for career development and workforce planning.

Please complete all sections carefully in a careful and concise manner and do not use acronyms or industry jargon. Incomplete templates will delay posting. Once this is complete, email it to HR.

Note: All position grades are determined by the People & Culture (HR) Team. Please DO NOT fill in the "Grade" box below.

Position Information

Position title: Head of Program Support	Date requested: 13/07/2026
Position Type (FT/ part-time/ ST etc.): Full-time	Grade (for HR use only): Click or tap here to enter text.
Division: Operations	Department: Program Support
Location (Country, City): Philippines	Incumbent's name (if applicable): Click or tap here to enter text.
Line Manager: Reiza Dejito	Dotted-line Manager (if applicable): Click or tap here to enter text.
Travel Requirement: 30-40 %	

Job Summary

In 1000 characters or less, state the position's overall purpose or objective, highlighting the general functions the position is responsible for and articulating what the position is expected to accomplish. This section will appear on external sites.

The Head of Program Support provides strategic leadership and oversight of CARE Philippines' program support functions, including procurement and supply chain management, field logistics, administration, facilities, fleet and asset management, information technology, and operational support services. As a member of the Senior Management Team, the role ensures these systems are efficient, compliant, responsive, inclusive, and fit for purpose, enabling high-quality development and humanitarian programming across all offices and field locations. The position works closely with program, humanitarian, finance and grants, and people and culture teams, and strengthens local partners' operational systems in support of CARE's localization commitments.

Supervises:

- Procurement and Supply Chain Manager, who supervises Procurement and Supply Chain Officers (Humanitarian and Country Office)
- Field Logistics and Operations Officer
- Administration and Facilities Officer
- Information Technology Officer

Responsibilities and Tasks

Describe the major responsibilities, principal tasks, and end results the position is responsible for. Please include rationale as to why it is done and the impact it has on the team or organization. List the responsibilities in the order of importance and state the estimated percentage of time the employee should spend on each responsibility during a typical year.

JOB RESPONSIBILITY I

Strategic Leadership and Operational Management	20%
• Provide strategic leadership and direction for program support functions across CARE Philippines as a member of the Senior Management Team. • Contribute to country office strategy, annual planning, budgeting, organizational performance, and senior management decision-making.	

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- Advise the Country Director and Senior Management Team on program support priorities, service quality, efficiency, resource use, and constraints affecting delivery.
- Lead implementation and continuous improvement of program support policies, systems, standards, procedures, and service arrangements.
- Ensure support services are responsive to program teams, field offices, local partners, and humanitarian responses.
- Champion innovation, digital enablement, environmental responsibility, inclusion, accountability, and service excellence.

JOB RESPONSIBILITY 2

Procurement and Supply Chain Leadership	25%
• Provide strategic oversight of procurement, supply chain, warehousing, inventory, transportation, and related service delivery. • Ensure procurement complies with CARE policies, donor requirements, ethical standards, and applicable Philippine laws and regulations. • Lead procurement planning and ensure timely, cost-effective acquisition and delivery of goods and services for programs and country office needs. • Oversee supplier prequalification, market assessments, competitive sourcing, framework agreements, contract administration, and vendor performance. • Strengthen systems, controls, data, and performance monitoring to improve transparency, accountability, lead times, and value for money. • Maintain procurement and supply chain readiness for humanitarian requirements in coordination with the Humanitarian Coordinator and relevant teams.	

JOB RESPONSIBILITY 3

Administration, Facilities, Fleet and Asset Management	15%
• Lead administration and facilities management across all CARE Philippines offices and field locations. • Oversee office infrastructure, leases, utilities, travel, transport services, fleet operations, and general workplace services. • Ensure accurate asset and inventory records, maintenance, custody, movement, and disposal in line with CARE and donor requirements. • Ensure offices and facilities are accessible, inclusive, functional, and responsive to staff and program needs. • Manage service providers, contracts, service levels, and costs to ensure timely, accountable, and high-quality service delivery. • Promote environmentally responsible, resource-efficient, and cost-conscious operations.	

JOB RESPONSIBILITY 4

Information Technology and Digital Systems	10%
• Provide strategic oversight of country office information technology services in collaboration with regional and shared service teams. • Ensure reliable connectivity, communication platforms, devices, software, and end-user support across offices and field locations. • Oversee information technology assets, licenses, user accounts, access permissions, and equipment lifecycle management. • Lead implementation and adoption of digital tools that improve collaboration, workflow, reporting, knowledge management, and program support services. • Ensure compliance with CARE data protection, access management, records management, and digital governance standards.	

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- Strengthen staff digital capability and monitor service performance, user needs, and technology improvement priorities.

JOB RESPONSIBILITY 5

Operational Readiness, Compliance and Operational Excellence	15%
• Maintain procurement, logistics, administrative, information technology, and field support readiness to enable timely humanitarian response and surge operations. • Provide program support services, in close coordination with the Head of Humanitarian Action, during humanitarian responses and surge deployments. • Ensure compliance with CARE policies, donor requirements, and applicable Philippine laws across program support functions. • Strengthen internal controls, documentation, records management, audit readiness, and timely implementation of agreed actions. • Lead process improvement, service standards, performance monitoring, and partner-friendly procedures to improve efficiency and quality. • Assess and strengthen local partners' operational systems and capacities in procurement, logistics, administration, asset management, information technology, and compliance, in coordination with relevant program and partnership teams.	

JOB RESPONSIBILITY 6

Leadership and Team Management	10%
• Provide leadership, direction, coaching, and performance management to direct reports and the wider Program Support team. • Set clear objectives, service standards, work plans, and accountabilities aligned with country office priorities. • Build an inclusive, collaborative, high-performing, and service-oriented team culture. • Develop staff through feedback, learning, mentoring, succession planning, and opportunities to lead. • Promote staff wellbeing, ethical conduct, accountability, innovation, and continuous learning. • Strengthen collaboration with Programs, Finance and Grants, People and Culture, and other functions.	

JOB RESPONSIBILITY 7

Upholding CARE's Core Values and Ensuring its Principles	5%
• Champion and enforce CARE's core values, Code of Conduct, and safeguarding commitments, proactively fostering a safe, respectful, and inclusive work environment aligned with the principle of "do no harm." • Ensure rigorous safety, security, and emergency preparedness practices uphold CARE's safeguarding standards, particularly preventing and effectively responding to sexual harassment, exploitation, abuse, and child abuse (SHEA-CA). • Integrate safeguarding policies and procedures into all safety, security, and emergency preparedness plans and training, ensuring staff clearly understand their roles and responsibilities in maintaining high safeguarding standards. • Demonstrate leadership accountability by actively promoting safeguarding practices, promptly addressing safeguarding concerns, and continuously reinforcing a culture of trust, safety, diversity, and gender equality. • Ensure comprehensive adherence to all CARE policies, standards, and guidelines, reinforcing organizational compliance, accountability, and integrity across all operations.	

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Qualifications (Know How)

Indicate the minimum required level of education, experience, and skills necessary to qualify for the position and fulfill the organization's expectations for job performance. Also include the education, experience, and skills desired for the position.

Education/Training

E.g. high school diploma; college degree (specify major/minor); specialty (ex. Accounting). Include the following phrase when possible: "or equivalent combination of education and work experience."

Required

- Bachelor's degree in Business Administration, Supply Chain Management, Logistics, Operations Management, Engineering, Information Technology, International Development, or a related field, or an equivalent combination of education and work experience.

Desired

- Master's degree in a relevant discipline.
- Professional certification in procurement, supply chain, logistics, project management, operations management, or information technology.

Experience/Technical Skills

Number of months/ years of previous professional experience in a similar position. Examples: languages; planning; budgeting; word-processing, basic accounting; advanced written communications; presentations; fundraising; training/facilitation, etc.

Required

- Minimum 10 years of progressively responsible experience in program support, operations, procurement, supply chain, logistics, administration, information technology, or related functions within international non-governmental organizations, humanitarian agencies, development organizations, or comparable institutions.
- At least 5 years of experience leading multidisciplinary teams and managing operational functions, including manager-level direct reports.
- Demonstrated experience supporting development programs and humanitarian responses through effective procurement, logistics, administration, facilities, fleet, asset management, and information technology services.
- Strong experience managing procurement and supply chain systems in donor-funded environments, including vendor management, framework agreements, compliance, and value for money.
- Experience managing multi-location operations, field support, process improvement, and digital systems or workplace technologies.
- Strong strategic leadership, planning, analysis, negotiation, communication, stakeholder management, and problem-solving skills.

Desired

- Experience strengthening operational systems and capacities of local partners and civil society organizations.
- Experience leading digital transformation, process improvement, or environmentally sustainable operations.
- Knowledge of Philippine laws and regulations relevant to procurement, contracts, administration, facilities, assets, and information technology.

Problem Solving

Click on each level (1, 2 or 3) below to indicate what level of problem-solving this position will face. **Select Level: Level 3**

Level 1: What has to be done and how to do it are clearly defined, and the incumbent will face identical or similar problems on a regular basis

Level 2: What has to be done is known, but how to do it is not defined. The incumbent must use interpolative skills to pick and choose the right strategy to

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address a given problem.

Level 3: Why things are done is known, but what has to be done and how to do it are not defined. Situations are variable and the incumbent's response will involve analysis, problem definition, development of alternatives, and making recommendations. He or she will face and address problems that are typically non-recurring.

Why does the position fall into this category?

The position operates in a complex and changing environment in which the intended outcomes are clear, but the appropriate course of action is not always defined. The incumbent must analyze non-routine challenges, balance program needs with policy and donor requirements, develop practical alternatives, and recommend or implement solutions across procurement, logistics, administration, facilities, information technology, partner support, and field operations.

Competencies

CARE has 5 Core Competencies that **all** staff are expected to demonstrate and 2 Leaders Competencies expected of those in management and leadership positions.

Competency proficiency levels define the degree to which a person in a given job is required to demonstrate the competency through observable behavior. The chart below provides guidance when assigning proficiency levels to jobs. This guidance should be used as a starting point. Click [HERE](#) for guidance on CARE's Job Classification System.

Level	General competency behavior description	Job Classification
Level 1	Foundational: Baseline behaviors.	Support
Level 2	Capable: Practical application of the behaviors.	Professional
Level 3	Inspirational: Role models, coaches, and influences demonstration of the behaviors.	Managerial
Level 4	Transformational: Envisions and innovates the next generation of the behaviors.	Executive

A. Core Competencies

Please indicate at what proficiency level you expect this role to demonstrate each **Core Competency**. This may be used in performance conversations and as a guide for staff development. You can find detailed descriptions of each Competency and Proficiency Levels [here](#).

- **RELATIONSHIP BUILDING Level 3 - Inspirational**
Develops internal and external trusting & professional relationships. Purposefully develops networks to build value through collaboration.
- **INCLUSION Level 3 - Inspirational**
Contributes to an environment where all employees feel a sense of belonging, valued for their differences, and empowered to participate and contribute freely.
- **DYNAMIC LEARNING MINDSET Level 3 - Inspirational**
Continuously seeks opportunities to learn, questions past approaches in the current environment, owns growth and learns from failure.
- **DELIVERING RESULTS Level 4 - Transformational**
Invests time in planning to achieve goals while meeting quality standards & demonstrating commitment.
- **COMMUNICATION Level 3 - Inspirational**
Effectively and appropriately interacts with others to build relationships, influence, and share ideas. Uses tact, diplomacy & cross-cultural sensitivity to navigate difficult situations.

B. Leadership Competencies

If this role is expected to manage direct reports, please indicate at what proficiency level you expect this role to demonstrate each **Leadership Competency**. This may be used in performance conversations and as a guide for staff development. You can find detailed descriptions of each Competency and

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Proficiency Levels [here](#).

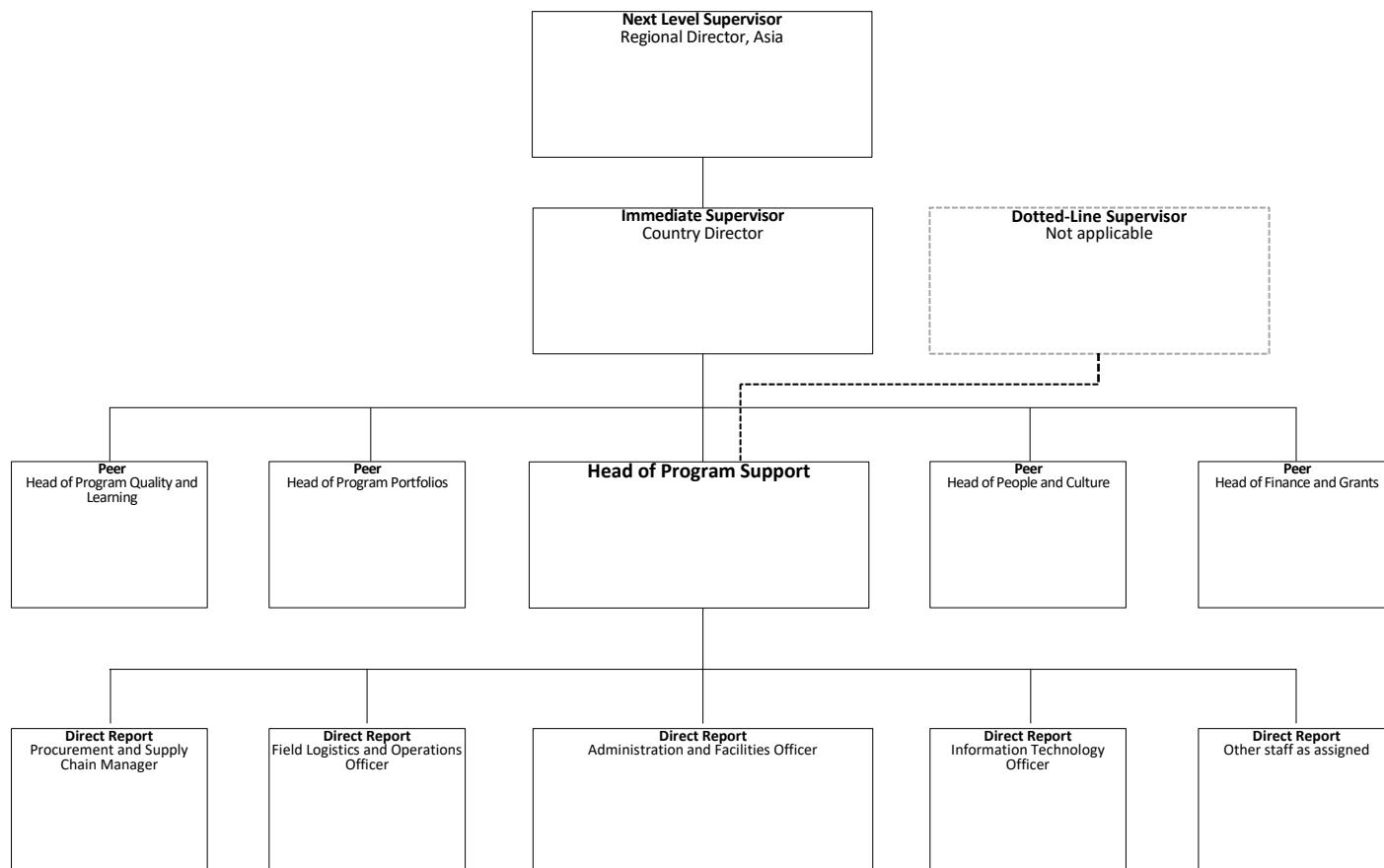
- **STRATEGIC LEADERSHIP & EXECUTION Level 4 - Transformational**
Applies vision to think beyond the immediate situation. Invests time in planning, discovery, and reflection. Ensures business goals are met by executing, monitoring, & adjusting.
- **PEOPLE LEADERSHIP Level 3 - Inspirational**
Inspires, motivates, & empowers people to achieve organizational goals. Coaches, mentors, and manages employee experience, and employee performance. Creates space for others to lead.

C. Functional Competencies

Choose the **top 3 Functional Competencies** from CARE's Competency Library that this role must demonstrate to create the desired impact. There are many competencies that will fit the role, however, please think about the most essential skills needed for this employee to succeed in their role. This may be used in performance conversations and as a guide for staff development. You can find various job-specific Functional Competency Libraries [here](#). If you are unable to find a specific Competency that you consider essential, please contact your HR Business Partner.

Competencies	Proficiency Level
Operations Management	Level 4 - Transformational
Supply Chain and Procurement Leadership	Level 4 - Transformational
Digital Transformation and Process Improvement	Level 3 - Inspirational

Organization



Sign-off

Employee Name:

Click or tap here to enter text.

Employee Signature:

Date:

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Manager Name:

Click or tap here to enter text.

Manager Signature:

Date:

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