

Job Description (Asia Region)

This form enables us to accurately post your position on external sites. The information provided here will be featured in the job post. Please do not use acronyms or industry jargon. Be clear and concise in your answers to the open-ended questions. Incomplete forms will delay posting. Once this form is complete, email it to the HRSC at hrservicecenter@care.org.

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

Position Information

Position title: Project Operations Support Officer	Date requested: July 10, 2026
Type of position: Full time, Project Based (1year)	Grade (for HR use only):
Division: Development Unit	Department: Livelihood – THRIVE BHW Project
Country: Philippines	Incumbent's name (if applicable):

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 Project Operations Support Officer provides day-to-day administrative, financial, procurement, logistics, liaison, and field operations support to ensure timely and efficient implementation of the THRIVE-BHW Project.

The position ensures planned activities are operationally ready and properly documented, and supports community mobilization and facilitation of livelihood, financial literacy, Village Savings and Loan Association (VSLA), Women Lead in Emergencies (WLiE), community training, and HEAL Digi App activities under the guidance of the Project Manager and relevant technical staff. The role works closely with CARE support units, local governments, BHW Federations, service providers, and community partners.

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 1: Administration, Finance and Operational Compliance

Provides administrative and financial support to ensure efficient project operations and compliance with CARE and donor requirements.	30%
▪ Prepare payment requests, cash advances, liquidation reports, vouchers, and complete supporting documents in accordance with CARE financial procedures. ▪ Maintain accurate financial records and filing systems to ensure completeness, accuracy, and audit readiness. ▪ Monitor expenditures and budget utilization against approved activity budgets and flag variances to the Project Manager. ▪ Coordinate budget tracking, reconciliation, and finance requirements with the CARE Finance team. ▪ Support work planning, budgeting, cash forecasting, and timely processing of financial requirements.	% of time

- Maintain project assets, equipment, supply, and inventory records and support physical verification.
- Coordinate office administration, utilities, communications, travel documentation, and other administrative requirements.
- Maintain organized project correspondence, agreements, administrative files, and records.

JOB RESPONSIBILITY 2: Procurement, Logistics and Activity Readiness

Ensures procurement and logistics requirements are completed on time so planned project activities can proceed efficiently.

25%

% of time

- Prepare and consolidate procurement requests, specifications, and required project supporting documents; identify potential suppliers and support the collection of quotations; and coordinate processing with the CO Program Support Team in line with established procedures and subject to their review.

Formal procurement functions, including supplier selection and evaluation, procurement review and approval, and PO issuance, remain centrally with the CO Program Support Team and the appropriate approving authorities.

- Track procurement actions and delivery schedules against the approved work plan and activity calendar.
- Coordinate venues, transportation, accommodation, meals, supplies, equipment, communications, and other activity logistics.
- Conduct pre-activity readiness checks to confirm materials, equipment, transport, venue, funds, and participant arrangements are in place.
- Coordinate receipt, storage, issuance, movement, and distribution of BHW kits, livelihood inputs, training materials, supplies, and equipment.

JOB RESPONSIBILITY 3: Liaison, Stakeholder and Participant Coordination

Supports effective coordination with BHWs, local governments, BHW Federations, government agencies, service providers, and community partners.

15%

% of time

- Serve as project liaison for routine coordination, follow-up, scheduling, and communication with participants and local stakeholders.
- Support community mobilization, participant confirmation, registration, profiling, and orientation.
- Coordinate activity schedules and requirements with municipal and barangay partners, health offices, and BHW leaders.
- Assist in organizing stakeholder meetings, consultations, trainings, learning sessions, and federation activities.
- Support linkages with government agencies, financial institutions, cooperatives, microfinance institutions, markets, technology providers, and other services.
- Follow up agreed actions, commitments, referrals, and arrangements with partners and participants.

JOB RESPONSIBILITY 4: Community Training and Project Intervention Facilitation

Supports delivery of THRIVE-BHW community interventions by mobilizing participants and co-facilitating standardized sessions under the guidance of the Project Manager and relevant CARE technical staff. ▪ Support and co-facilitate livelihood and enterprise development activities, including financial literacy, budgeting, business planning, income diversification, and health- and nutrition-linked livelihood models. ▪ Facilitate formation, orientation, strengthening, routine meetings, and basic monitoring of VSLA groups using approved CARE tools and methodology. ▪ Support women-led savings groups, livelihood initiatives, and linkages to financial and enterprise support services. ▪ Support WLiE activities, including community discussions and development and follow-up of Women's Action Plans (WAPs). ▪ Support community and BHW trainings, orientations, peer exchanges, and other capacity-strengthening activities using approved modules and materials. ▪ Support orientation, user onboarding, and basic use of the HEAL Digi App and other approved digital health learning or reporting tools; refer technical issues to the appropriate focal person. ▪ Assist facilitators with session preparation, materials, attendance, participant engagement, documentation, and post-training follow-up. ▪ Ensure facilitation is participatory, gender-responsive, inclusive, and consistent with CARE safeguarding, accountability, and protection standards.	20% % of time
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JOB RESPONSIBILITY 5: Project Documentation and Accountability Support

Supports complete and timely project documentation, accountability, and information management. ▪ Prepare meeting minutes, attendance sheets, activity reports, photo documentation, and other activity records. ▪ Maintain organized electronic and hard-copy project files and ensure supporting documents are complete and retrievable. ▪ Support collection and consolidation of basic activity and participant data for project monitoring and reporting. ▪ Support implementation and visibility of CARE's Feedback and Accountability Mechanism (FAM) during activities. ▪ Receive and appropriately refer participant feedback or concerns in accordance with CARE procedures and confidentiality requirements.	5% % of time
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OTHER RESPONSIBILITIES AS ASSIGNED

▪ Perform other duties assigned by the Project Manager. ▪ Support other project operations, community activities, and field requirements assigned. ▪ Support emergency response and Crisis Modifier activation as required.	5% % of time
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Qualification (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, Accounting, Finance, Public Administration, Development Studies, Community Development, Social Sciences, or a related field, or an equivalent combination of education and work experience.

Desired

Training in project administration, financial management, procurement and logistics, community facilitation, VSLA, financial literacy, livelihood or enterprise development, WLiE/gender equality, safeguarding, or digital applications is desirable.

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 2-3 years of relevant experience in project administration, finance, procurement, logistics, field operations, community development, or similar project support functions.
- Experience preparing financial, administrative, procurement, and logistics documentation.
- Experience coordinating field activities, trainings, meetings, travel, supplies, and activity logistics.
- Experience in community mobilization, training support, or facilitation with community groups or local government partners.
- Working knowledge of budgeting, cash advances, liquidation, records management, and basic financial controls.
- Strong documentation, communication, coordination, and interpersonal skills.
- Proficiency in Microsoft Word, Excel, PowerPoint, and common digital collaboration and mobile applications.

Desired

Experience with CARE or similar development/humanitarian programs is an advantage. Experience with VSLA, livelihood and enterprise activities, WLiE or gender-responsive programming, safeguarding/FAM, and digital health or learning applications is desirable.

Problem Solving

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

Select Level: **1** **2** **3**

2. 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. What has to be done is generally known, but the best way to deliver operational support may vary by activity, location, stakeholder and field condition. The Officer must use judgment to prioritize competing requirements, solve routine finance/procurement/logistics and coordination issues, anticipate activity-readiness gaps, and select appropriate actions while remaining within CARE policies, approved budgets and technical guidance. Complex, sensitive or non-routine issues are escalated to the Project Manager or relevant CARE focal point.

Why does the position fall into this category?

The position independently carries out routine administrative, financial, procurement, logistics, liaison, and field support tasks using established CARE systems and procedures. It exercises judgment in coordinating multiple activity requirements, resolving routine operational issues, and ensuring planned activities are ready on time, while referring significant financial, procurement, safeguarding, or programmatic concerns to the Project Manager.

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](#).

PEOPLE & CULTURE

- **RELATIONSHIP BUILDING Level 2 - Capable**
Develops internal and external trusting & professional relationships. Purposefully develops networks to build value through collaboration.
- **INCLUSION Level 2 - Capable**
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 2 - Capable**
Continuously seeks opportunities to learn, questions past approaches in the current environment, owns growth and learns from failure.
- **DELIVERING RESULTS Level 2 - Capable**
Invests time in planning to achieve goals while meeting quality standards & demonstrating commitment.
- **COMMUNICATION Level 2 - Capable**
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 Proficiency Levels [here](#).

- **Strategic Leadership & Execution**
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**
Inspires, motivates, & empowers people to achieve organizational goals. Coaches, mentors, and manages employee experience, and employee performance. Creates space for others to lead.

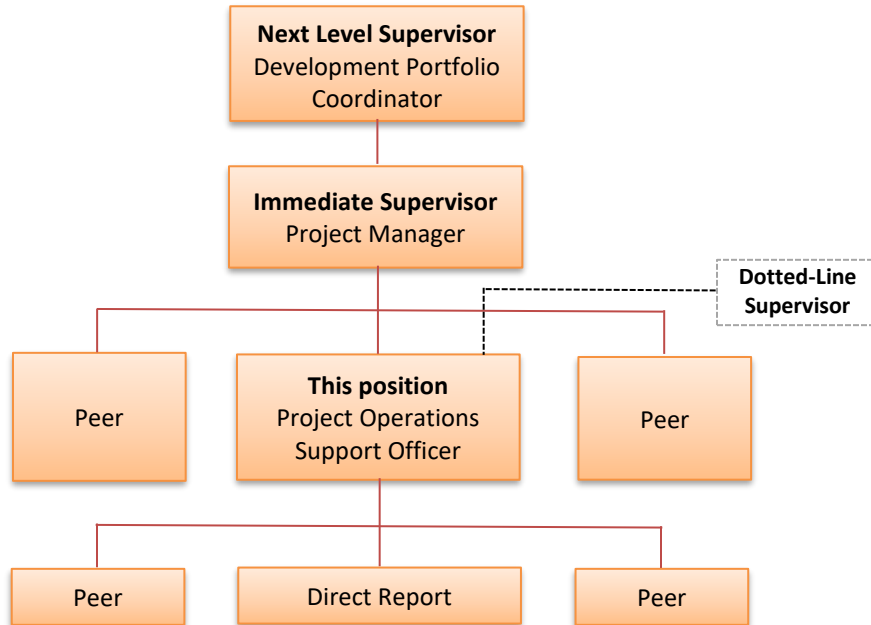
C. Functional Competencies

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
Operational Planning and Coordination	Level 2 – Capable
Financial, Administrative and Compliance Support	Level 2 – Capable
Community Facilitation and Stakeholder Engagement	Level 2 – Capable

ORGANIZATION



SIGN-OFF

Employee Name:

Employee Signature:

Date Signed:

Manager Name:

Manager Signature:

Date Signed: