

# ROLE PURPOSE

<b>Role Title:</b> Cluster Programs Coordinator	<b>Division:</b> Program Implementation	<b>Location:</b> Kampala, Uganda	<b>Date:</b> February 2026
<b>Employment type:</b> Permanent, full-time.	<b>Reports to:</b> Cluster Director- Africa	<b>Number of direct reports:</b> 0	<b>Leadership Band:</b> Leads Self

## **Purpose of Role:**

The Cluster Program Coordinator plays a pivotal enabling role across both cluster-level programming and country-level partner support in Tanzania, providing programmatic, coordination, and operational support to strengthen planning, implementation, and delivery across the program cycle management. This role requires a solid understanding of the project management cycle, enabling the coordinator to effectively coordinate work and people across multiple workstreams, track actions and milestones, support timely decision-making, and ensure consistent follow-through.

At cluster level, the role provides high-quality program and operational coordination support to the Cluster Director and Cluster Senior Management Team (SMT), supporting planning, implementation tracking, reporting, financial and grants processes, and internal communications across multiple country programs. This enables senior leaders to focus on strategic leadership, external engagement, and organizational influence while maintaining strong operational grip.

At country level, the coordinator provides hands-on program and operational support to Tanzania partner-led programs, supporting routine partner coordination, documentation, reporting, financial administration, and compliance with Foundation and donor requirements.

Overall, the Cluster Program Coordinator strengthens operational effectiveness, program coherence, and partner responsiveness across the cluster, contributing to high-quality implementation and reinforcing The Fred Hollows Foundation's commitment to accountable, partner-led, and impactful programming.

The **Cluster Support Program Coordinator**- will own the outcomes of:

### **1. Program Coordination and Delivery Support**

- Coordinate planning, sequencing, and monitoring of cluster-level programs and priorities, enabling timely and effective delivery across countries.
- Maintain and actively manage workplans, calendars, risk logs, and action trackers, ensuring clear ownership, deadlines, and follow-through.
- Coordinate the preparation, consolidation, and quality assurance of reports, presentations, and dashboards for internal governance, donors, and external engagements.
- Gather, analyze, and synthesize program updates and performance data from Country Offices to support decision-making, issue resolution, and strategic oversight.
- Apply sound understanding of the project management cycle to track milestones, identify slippages, and proactively escalate risks or bottlenecks.

### **2. Operational, Administrative, and Financial Coordination**

- Provide end-to-end operational and administrative coordination for the Cluster Director and SMT, including meeting management, travel coordination, scheduling, and correspondence.
- Draft and manage internal communications, letters, memos, and coordination notes on behalf of Cluster SMT.
- Maintain a well-structured, accessible, and compliant document management and filing system for all cluster and Tanzania-related records.
- Coordinate preparation and submission of budgets, payment requests, expense claims, and financial acquittals for Tanzania partner activities.
- Work closely with Finance, Procurement, and Operations teams to ensure timely processing of payments, contracts, procurement requests, and follow-ups.
- Monitor budget utilization for cluster-level activities and Tanzania partner support, flagging variances and supporting corrective action.
- Coordinate travel logistics and expense reconciliation in line with Foundation policies and donor requirements.

### 3. Cluster, Country, and Global Liaison

- Act as the primary coordination focal point between the Cluster SMT and Country Offices (Ethiopia, Eritrea, Rwanda, and Tanzania), ensuring clear communication and timely follow-up on agreed actions.
- Coordinate cluster inputs into regional, CSN, and global initiatives, ensuring deadlines and quality standards are met.
- Serve as the operational interface between the Cluster SMT and global teams (Programs, Finance, Grants, HR, Strategic Initiatives, Public Affairs), facilitating smooth collaboration and issue resolution.
- Support Tanzania partner coordination by ensuring consistent communication, documentation flow, and alignment with cluster and global processes.

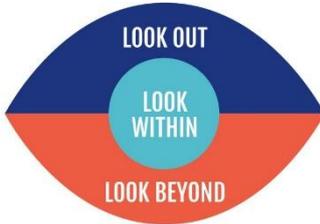
### 4. External Engagement and Stakeholder Coordination

- Coordinate scheduling, logistics, and preparation for external engagements with senior stakeholders including the Ministry of Health, and development partners.
- Prepare and circulate high-quality briefing packs, background notes, presentations, and action summaries for these engagements.
- Document, track, and follow up on action points from external meetings to ensure continuity, accountability, and relationship management.

### 5. Knowledge Management, Learning, and Reporting

- Maintain a centralized knowledge repository of key strategies, reports, agreements, and communications related to cluster operations and Tanzania partner support.
- Support documentation and sharing of lessons learned, good practices, and operational insights across the cluster and with global teams.
- Facilitate internal knowledge-sharing and cross-learning sessions to strengthen coherence and continuous improvement.
- Coordinate inputs and contribute to the preparation of monthly, quarterly, and annual narrative reports, ensuring accuracy, consistency, and timely submission.

#### Our Capabilities:



#### As a member of the Foundation Family you will:

- Live by the values of The Foundation and support The Foundation's culture, performance and brand.
- Adhere to all The Foundation's policies and procedures.
- Strengthen the health, safety and well-being of all/look out for the well-being.
- Lead, collaborate and contribute in all interactions

#### Skills:

- Strong organizational and time-management skills.
- Excellent interpersonal and stakeholder engagement skills.
- Strong written and verbal communication skills in English and local language.

#### Qualifications:

- Bachelor's or master's degree in public health, Project Management, Development Studies, International Relations, or a related field.

#### Travel:

#### Essential Experience:

- Minimum of 5-7 years of relevant experience in program coordination, administrative support, or project management in an NGO or international organization or public services
- Demonstrated ability to manage multiple priorities and maintain strong attention to detail.
- Proactive and solutions-oriented with a high level of initiative.
- High level of discretion and professionalism in handling confidential information.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook) and collaboration platforms (e.g., MS Teams, SharePoint).

#### Desirable Experience:

- Experience working in eye health country program or regional teams and familiarity with donor-funded programs.
- Alignment with The Fred Hollows Foundation's values and commitment to social impact.

#### The position involves:

- This position is not recognised as having "Contact with Children" either direct or indirect
- This position does not involve "Working with Children" either direct or indirect

Some International and domestic travel is required in the role

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details

**Additional Responsibility:**

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.

**To work in The Foundation, you will:**

- Be eligible to work in the country where this role will be based.
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions that are identified as working with children