ROLE PURPOSE

The Fred Hollows Foundation

Role Title: Project Officer | **Division:** Program | **Location:** Kunming, China | **Date:** November 2026

Employment type: Fixed term, Full time | **Reports to:** Senior Program Manager | **Number of direct reports:** N.A | **Leadership Band:** Leads self

Purpose of the role:

The Project Officer supports implementing partners in the delivery of FHF projects in line with the agreed Project Design Document and FHF China Country Strategy, under the direction of the Senior Program Manager (SPM) and Project Coordinators (PCs). The role also contributes to Continuous Quality Improvement (CQI) with implementing partners, working with partners and HQ technical experts to help identify service quality gaps and implement solutions, so as to strengthen the quality, safety and effectiveness of project delivery and eye health services.

The Project Officer **will contribute to the outcomes of:**

1. Supporting program management by coordinating with implementing partners and monitoring progress of program activities against the agreed Project Design Document, Partnership Agreement, work plans and annual budgets, and escalating issues or risks to the Senior Program Manager or Project Coordinator.
2. Preparing and compiling internal and external project reports in both English and Chinese for review, and following up to ensure timely submission.
3. Preparing the annual budget submission and commentary, and supporting the monthly financial review for assigned projects, in coordination with the Finance team and under the guidance of the Senior Program Manager or Project Coordinator, and escalating variances or forecasting concerns.
4. Contributing to the development of project proposals, designs and the documentation required for FHF and potential donors' assessment of potential projects, under the guidance of the Senior Program Manager and Project Coordinator.
5. Supporting and maintaining day-to-day communication with internal and external stakeholders within the agreed governance frameworks of FHF, and escalating relationship issues to the Senior Program Manager or Project Coordinator.
6. Implementing assigned CQI activities with implementing partners, including drafting CQI action plans with objectives, indicators, responsibilities and timelines, monitoring agreed quality indicators, documenting results and following up on actions, with oversight from the Senior Program Manager or Project Coordinator.
7. Providing ongoing CQI support to implementing partners within other projects: helping identify service quality gaps using project monitoring data, partner reviews and service-user feedback; coordinating with partners and HQ technical experts to analyze problems and implement CQI methods (e.g. Plan-Do-Study-Act (PDSA) cycles) to test and refine solutions.
8. Supporting the organization of project documents and materials, and taking primary responsibility for compiling evidence, lessons learned and good practices to enable learning and sharing across the FHF China Program and beyond.
9. Other tasks as requested by your manager

Our Capabilities:



As a member of The Foundation Family you will:

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

Essential Experience:

- At least 3-year relevant working experience in public health
- Experience in project management, budget development and monitoring, with exposure to project design.
- Handling successful health projects and development of effective systems and coordination tasks.
- Proven ability to influence and work with partners/stakeholders.

Skills:

- Project management skills, including independent budget development, financial monitoring and review.
- Excellent communication, report writing and documentation skills in English and Chinese.
- Strong coordination skills to work with different implementing partners, Finance, Project Coordinators, HQ technical experts and colleagues across divisions to resolve issues and deliver agreed outcomes.

Desirable Experience:

- Working experience in the NGO sector managing complex programs in public health or development; ideally with some exposure to eye health programming.
- Experience managing or supporting CQI initiatives in public health or eye health services, including identifying quality gaps, testing improvements and coordinating partners and technical experts.

- Ability to learn quickly and adapt to new topics, tools and methods, especially CQI, and apply them in practice.
- Proactive problem identification and problem-solving skills, including the ability to analyze project monitoring and quality data to find service quality gaps and their root causes.
- Working knowledge of CQI methods, such as PDSA cycles, root-cause analysis and quality indicator tracking, and the ability to facilitate collaborative problem-solving with implementing partners.
- Strong knowledge management skills, including organizing project documents and sharing lessons learned.
- Strong organizational skills, the ability to work independently and in a team, and a demonstrated ability to meet diverse and conflicting deadlines.
- Excellent knowledge and capability utilizing Microsoft Office software.

- Experience on innovation of public and private cooperation partnership

Qualifications:

- Bachelor's Degree in relevant field (Health/Education/Social sciences/Administration/ Community Development).
- Chinese and English (both fluent in Listening, speaking, reading and writing)

The position involves:

This position is recognised as having "Contact with Children" direct.

This position does involve "Working with Children" direct.

Travel

Domestic

Additional Responsibility:

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

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

To work in The Foundation, you will:

- Be eligible to work in China.
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions that are identified as working with children