

Mercy Corps Indonesia

Open Vacancy

Dear All,

Please find below open position.

We are seeking qualified candidates to strengthen our team.

The New Zealand – Maluku Access to Renewable Energy Support (NZMATES) phase 2

Mercy Corps Indonesia (MCI) is a local Indonesian non-profit organization, which will implement humanitarian, and development assistance programs throughout the country. MCI's mission is to empower people in Indonesia to become healthy, productive, and resilient communities. Resilience means an ability to recover from or adjust easily to misfortune or change.

Program Summary

The New Zealand – Maluku Access to Renewable Energy Support (NZMATES) phase 2 aims to accelerate renewable energy (RE) development to improve access to energy in Maluku and North Maluku provinces. The five-year program is funded by the New Zealand Government through the Ministry of Foreign Affairs and Trade and is implemented by renewable energy company GHD. in partnership with Mercy Corps Indonesia. NZMATES is working towards promoting and accelerating the identification of renewable energy projects and increasing their attractiveness and viability, social and environmental assessments, technical considerations, and triggering and facilitating investment and funding from government, private sector, or other donors.

NZMATES has partnered and collaborates closely with PLN, EBTKE, Dinas ESDM, and BAPPEDA on increasing the use of renewables and improving energy access through grid-connected and off-grid RE projects. The NZMATES Team is based in Ambon and provides support to fill gaps in knowledge, resources, and research, and that projects are aligned with the Government of Indonesia and community development framework and objectives. The proposed support for RE projects includes assistance with project identification and appraisal, technical and social assessments, finance matching, and project design to strengthen long-term sustainability. NZMATES is also intended to enhance local public and private sector capacity and offer opportunities for direct training, technical exchange programmes, and interaction between Maluku and North Maluku educational institutions and NZ renewable energy specialists.

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Ambon, Indonesia

DEPUTY MANAGER - PROGRAMME (DMP) - NZMATES

General Position Summary

The Deputy Manager – Programme (DMP) serves as a key leader, directly supporting the Senior Programme Manager in the strategic planning, execution, and successful delivery of large-scale, complex programs. This role involves overseeing daily operations, coordinating cross-functional teams, managing resources, ensuring quality standards, and acting as a primary liaison with stakeholders, often stepping in to lead when the SPM is unavailable. This position collaborate with Deputy Manager – Technical to provide support to Senior Programme Manager ensuring smooth implementation of NZMATES phase 2.

Essential Job Responsibilities

1. Programme Execution and Operations

- Maintain intense daily coordination and active dashboard reporting to the Senior Programme Manager, ensuring the SPM is kept fully posted on all cross-functional progress timelines, deployment schedules, and resource indicators.
- Support the management and implementation of partner, community, capacity building, stakeholder engagement, and general operational support of the NZMATES programme.
- Assist the SPM in translating strategic priorities into annual work plans, corporate milestone tracking, and overall project deployment strategies.
- Oversee the monthly Forward Operating Plan (FOP) update by reviewing submitted updates for accuracy and completeness. Provide actionable feedback to contributors to address discrepancies or gaps and submit the finalized FOP to the Senior Program Manager for review and approval.
- Support with carrying out energy needs assessments, renewable energy technology feasibility studies, renewable energy policies, economic development support with RE assessments, and/or other tasks
- Oversee assigned day-to-day non-technical program activities, coordinate across multiple operations-focused workstreams, and manage project timelines.
- Support SPM to ensure best practice project management tools are implemented, including the use of Trello, G-drive, project management, and other digital tools to track programme progress and tasks.
- Coordinate with the MERL Specialist to ensure the program performance is well documented and informed to donors and partners.
- Conduct regular travel to programme locations (up to 30%) to monitor the quality of implementation and adjust plans and approaches to improve impact.
- Support GHD Programme Lead and NZMATES Senior Programme Manager on ensuring the smooth and effective operation of the programme's Monitoring, Evaluation and Learning (MEL) activities and support in the development of other reports.

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- Fulfil Mercy Corps' Program Management Minimum Standards (PM@MC).

2. Financial Accountability & Procurement Governance

- Coordinate the development of the programme procurement plan in collaboration with the NZMATES Finance and Operations team. Responsibilities include organizing regular meetings for drafting the plan, ensuring all procurement needs are clearly identified, and assigning specific tasks to team members.
- Submit the draft procurement plan to the Senior Programme Manager (SPM) for initial review and approval. Once approved, manage its error-free upload to the MCI internal procurement system, ensuring full accountability at each step.
- Support with procurement of products and services and ensure that staff have necessary equipment and tools for carrying out activities in the office and the field.
- Support and review budget forecast activities and seek advice from the SPM for resource allocation.
- Assist in identifying funding opportunities and managing contractor programs.
- Ensure compliance with YMCI and donor policies on procurement and financial management.

3. Risk Management, Safeguarding & Donor Reporting

- Lead the drafting of high-quality monthly updates, as well as mid-year and annual progress reports to NZ MFAT, ensuring the SPM is kept actively posted on draft development and review cycles prior to final consolidation.
- Support with establishing and maintaining stakeholder relationships and provide regular and ad hoc information, both written and verbal, to project stakeholders.
- **Safeguarding Focal Point:** Serve as the NZMATES Safeguarding Focal Point, ensuring the active implementation of safeguarding measures within all relevant activities.
- Actively learn about safeguarding and integrate it into daily work, including safeguarding risks and mitigations related to the area of work.
- Practice the values of Mercy Corps, including respecting the dignity and well-being of participants and fellow team members.
- Encourage openness and communication in the team; encourage team members to submit reports if they have any concerns using reporting mechanisms (e.g., Integrity Hotline and other options).
- **Health, Safety, and Security (HSS):** Support the development and implementation of HSS policies and procedures and act as the HSS focal point.
- Ensure adherence to YMCI' Gender Policy, Do No Harm principles, and beneficiary accountability standards.
- Support proactive risk management, identifying threats, and developing mitigation strategies.
- Conduct operational gap analyses and ensure fulfilment of contractual deliverables and customer requirements.

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- Review operational reports, workflows, and deliverables for accuracy, compliance, and quality, then notify the SPM for final review and approvals.

4. Human Resources & Team Leadership

- Support the SPM in providing guidance, supervision, and mentorship to team members.
- Coordinate roles, responsibilities, and tasks across internal teams, vendors, and partners.
- Facilitate cross-functional collaboration and communication to resolve issues and drive solutions.
- Ensure compliance with MCI human resource management policies.
- Support Mercy Corps global and regional initiatives for human resources, including safeguarding and talent development.
- Collaborate with the people team to promote staff access to high-quality learning opportunities, with a special emphasis on national team member development.
- Assist with the onboarding of senior team members, ensuring they are set up for success and familiar with agency systems, procedures, and protocols.

5. Strategy, Regional Systems, & Regional Support

- Support work with the regional senior leadership team to develop and support the regional strategy.
- Assist support services and risk management resources to enable country and regional leadership teams to execute their respective strategic priorities.
- Support the development and administration of regional and country-level reports on key finance, operations, and human resources indicators.
- Support the measurement and analysis of regional key performance indicators to inform strategic decision-making.
- Ensure that effective systems are in place in all country offices for the adequate management of human resources, financial, and operational field support functions.
- Support review and country team adherence to Mercy Corps and donor policies and procedures.
- Capture and disseminate best practices on operations, finance, and HR systems across country teams to ensure highest quality and standards.
- Provide dedicated support to country teams in the event of an emergency or startup of a complex program that requires additional resources.
- Engage and support countries across the region to ensure that adequate risk management systems are in place.
- Support collaboration with country leadership to support preparedness and response to major disruptive events.
- Support the SPM and country teams on the internal audit process to track findings and ensure country team compliance with IA findings and recommendations.

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- Engage with country-level Ethics and Assurance managers as well as the global Ethics and Assurance department to track and analyse trends and needs across countries.

SAFEGUARDING RESPONSIBILITIES

- Actively learns about safeguarding and integrates it into their work, including safeguarding risks and mitigations relevant to their area of work.
- Practices the values of Mercy Corps, including respect for the dignity and well-being of participants and fellow team members.
- Encourages openness and communication within their team; encourages team members to submit reports if they have any concerns through reporting mechanisms, e.g., the Integrity Hotline and other options.

Knowledge and Experience

- Degree in programme management, renewable energy policy, socioeconomic development, economics, or a related fields-focused operational stream.
- At least 5 years of experience in renewable energy programme, socio-economic development, complex operational management, or large-scale humanitarian programs.
- Experience working with international humanitarian or development organizations (NGO or other).
- Experience collaborating with Indonesian government agencies and stakeholders at various political levels.
- Ability to work independently and take absolute responsibility for operational tasks.
- High initiative and a strong proactive communication attitude, with a verified habit of keeping senior supervisors continuously posted on field risks.
- Creativity to advance the programme and tasks, and strong leadership qualities to strive for continuous improvement and to guide and support team members.
- Extensive experience in project management: supervising staff and implementing partners, managing budgets, ensuring compliance with operational procedures and standards, planning, monitoring progress, reporting, etc.
- Thorough understanding of monitoring and evaluation (M&E).
- Thorough understanding of good Health, Safety, and Security (HSS) standards, procedures, and protocols.
- Excellent communication skills and experience in multi-disciplinary teams.
- Capable of building constructive and productive partnerships with representatives from government, private industry, media outlets, and civil society organisations.
- English fluency in speaking is required.
- Strong English writing skills with extensive experience in drafting formal progress reports directly for institutional international donors (e.g., NZ MFAT).

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- Demonstrates initiative and proactive problem-solving, consistently meets deadlines, performs effectively under pressure, manages multiple tasks independently with minimal supervision, and collaborates productively with team members and partners.
- Flexible, open-minded, and creative.
- Proficient in Word, Excel, PowerPoint, and internet use.
- Candidate must be willing to travel regularly to program locations (up to 30%).
- This role is open to all applicants. Women and people from Maluku are especially encouraged to apply.

Living Conditions / Environmental Conditions

The position is based in Ambon and it requires up to 30% travel to support country programs, which may include travel to insecure locations where freedom of movement is limited and areas where amenities are limited. Housing for this role is in individual housing and staff will have access to good medical services and the living situation is of a high standard.

Accountability to Participants and Stakeholders

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects.

Team Engagement and Effectiveness

Achieving our mission starts with how we build our team and collaborate. By bringing together individuals with a variety of experiences, backgrounds, and perspectives, we strengthen our ability to solve complex challenges and drive innovation. We foster a culture of trust and respect, where every team member is valued for their contributions, empowered to reach their full potential, and motivated to do their best work. We recognize that building a strong and effective team is an ongoing process, and we remain committed to learning, improving, and growing together.

Equal Employment Opportunity

Mercy Corps is an equal opportunity employer committed to providing equal employment opportunities to all employees and qualified applicants for employment without regard to race, color, sex, sexual orientation, religion or belief, national origin, age, disability, marital status, veteran status, or any other characteristics protected under applicable law.

Safeguarding & Ethics

Mercy Corps is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect

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and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC **and have signed on to the [Interagency Misconduct Disclosure Scheme](#)**. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to [Mercy Corps Code of Conduct Policies](#) and values at all times. Team members are required to complete mandatory Code of Conduct elearning courses upon hire and on an annual basis.

As an applicant, if you witness or experience any form of sexual misconduct during the recruitment process, please report this to Mercy Corps Integrity Hotline (integrityhotline@mercycorps.org).

How to Apply

Interested candidates are invited to submit their **CV** and a **cover letter** explaining how their qualifications and experience align with the responsibilities of this position through the following link:

<https://bit.ly/4cA120W>

By applying for this position, applicants attest that they have never violated any policy related to sexual misconduct, sexual exploitation and abuse (SEA), child safeguarding, or human trafficking, and have never been disciplined for violating an employer's code of conduct.

Applications will be accepted until **18 September 2026**. Only shortlisted candidates will be contacted for the next stage of the recruitment process.

We encourage qualified candidates who are interested in this opportunity to apply and look forward to receiving your application.

Thank You,
Human Resources Department
Mercy Corps Indonesia