

**Branches of Hope**  
**ROAD Program Team**

**Program & Organisational Development Manager**

Branches of Hope exists to restore dignity, justice, and hope to vulnerable and marginalized communities in Hong Kong. We do this by serving refugees, asylum seekers, and people who have experienced human trafficking or labour exploitation. Our mission is to care, empower, and raise awareness for people in these vulnerable and marginalised communities.

The Programs & Organisational Development Manager is a full-time position that provides leadership to the ROAD program and contributes to organisational development, reporting to the Executive Director. The role plays a key part in shaping team culture, program delivery, leadership practice, and people development. This role requires a leader who can provide mission-shaped direction while strengthening program standards, systems, and impact.

**Key Responsibilities:**

**Leadership & Development**

- Model and cultivate a culture grounded in Branches of Hope's mission, values, and Christian identity across diverse community groups and beliefs.
- Provide leadership that builds trust, collaboration, and open communication across stakeholders, while supporting the distinct needs of each context.
- Strengthen Branches of Hope by providing senior leadership insight into cross-organisational program delivery, leadership practice, and people development.
- Lead and contribute to organisation-wide initiatives and reviews that strengthen existing processes and ways of working.
- Advise and support the ED in the development and adoption of predictive indicators of wellbeing across Physical, Mental, Social, Material, and Personal domains.
- Support communicating program work to donors, partners, volunteers, and other communities when appropriate.

**Program Management**

- Provide overall leadership to Branches of Hope's ROAD program, serving asylum seekers and refugees with a commitment to care and empowerment.
- Strengthen program quality and practice through an informed understanding of community needs; experience working in origin countries across Southeast Asia, South Asia, and Africa is strongly valued.
- Lead the team in setting, reviewing, and achieving program-level goals and performance indicators that align with internal standards and procedures.

- Provide leadership to the ROAD team in integrating outcome measurement practices into daily work in ways that are meaningful and sustainable.
- Leverage program data and analytics to drive strategic planning and evidence-based program design.

### **System & Operations**

- Create, monitor, and manage program-level budgets, ensuring effective resource allocation and fiscal responsibility.
- Collaborate with Operations to strengthen internal workflows that enhance operational efficiency and beneficiary experience.
- Strengthen program processes to increase capacity, accountability, and alignment

### **Requirements:**

- Bachelor's degree or above preferably in sales, marketing, or business development.
- Personal commitment to the Christian faith and living it out authentically through humility, compassion, hope, and generosity.
- Extensive experience and knowledge of working with beneficiary communities, particularly in origin countries across Southeast Asia, South Asia, and Africa.
- Proven ability to build consensus with people and stakeholders across different cultures, backgrounds, and contexts.
- Demonstrated ability to lead teams and build healthy culture.
- Strong understanding of program design, delivery, and monitoring across a range of contexts.
- Excellent spoken, written, and public communication skills in English.
- Master's Degree in a relevant field.

### **How to apply:**

Please send your resume and cover letter to [career@branchesofhope.org.hk](mailto:career@branchesofhope.org.hk).

Interviews will be conducted on a rolling basis.