



Job Description

Position	Director Operations (DO)	Grade	International or National
Department & Location	Operations. Kenya Country Office	Date	April 2016
Reports to	Country Director (CD)		
Purpose	<p>Working in 50 developing countries across Africa, Asia and the Americas, Plan aims to reach as many marginalized or excluded children as possible, with high quality programs that deliver long lasting benefits, working in partnership with others and operating effectively.</p> <p>The purpose of this role is to lead, manage, and develop a team of functional experts, which includes Finance, Grants, Administration, Procurement & Logistics, ICT, and Security and to ensure optimum support to projects within the policies of Plan Inc., and the laws of the host country. The position ensures that team members have the right skills in all aspects of operations and that senior staff are continuously mentored to provide transparent and accountable services in line with the organizations policies and laws of Kenya. The Director will also ensure that all projects and programs receive the quality and quantity of services required in a timely manner and sees that rigorous systems and controls are in place and operating at an optimal level. This position minimizes financial risk when possible.</p> <p>The incumbent may at times act as one of the deputies to the Country Director (CD) on a variety of Program Support functions and assists in the overall management of the Country Office as a member of the Country Management Team (CMT).</p> <p>Travel: Approximately 30% to Program Units and Project Offices and other travel when required.</p>		

Dimensions of the Role

- The DO is a member of the Country Management Team and is expected to contribute to Plan's strategic direction in the country. S/he may deputise for the CD if required.
- The DO directly line manages the Finance Manager, Logistics and Administration Manager, IT Manager, Safety and Security Advisor, Grants Manager and the Operations Manager. S/he provides support to the CD in legal and risk management.
- The DO reports regularly to the CD on the management of financial and operational risks associated with program delivery, grants and in country operations. S/he is also responsible for providing updates on annual operating budgets, budget forecasting and analysis, legal compliance, all aspects of procurement and fleet management, and security.
- The DO has responsibility for ensuring all departmental KPI's for Finance, Logistics and Administration, IT, Grants and Safety and Security are developed and met and measurements are in place to ensure seamless synergies and processes with all other departments.

- The DO oversees the preparation, consolidation, and analysis of collated country and PUs budgets for submission to the regional office as well as final sign-off on all project budgets and contracts prior to the CD signing.
- Upon delegation of the CD, the DO may approve contracts, grants, leases, disbursements, and transfers to third parties up to a specified amount.

Typical Responsibilities - Key End Results of Position

Procedures, process and applications support

- **Applications and systems support:** oversees the rollout of corporate systems and applications including finance systems, HR Information System (HRIS) and other corporate applications;
- **Global and regional policies and procedures:** oversee the rollout, including staff training, of global policies and procedures in the country as referenced in Plan's Operations Manual.
- **In-country policies and procedures:** oversees the development and implementation of up-to-date financial and administrative systems, policies, procedures, and guidelines to support in-country operations and ensure compliance of Plan's global standards and donor requirements.

Finance and Grants

Responsibility 1: Provides overall management of the Country Office's Finance Department to ensure that optimum financial support is provided to Country Office projects within established Plan International financial policies and principles and within the standards set by the Country Office.

1. Provides advice to the CD on financial matters, particularly the monthly review of the balance sheet and regular budget forecasting and projections as well as grant positions.
2. Minimizes financial risk specifically in the areas of cash management and treasury (foreign exchange).
3. Advise the project managers and project accountants of donor contracts. Provides advice & provides expertise at the project/program budget proposal development and final submission stage.
4. Reviews and monitors the Country Offices financial policies, systems and procedures and initiates development or correction as required. When financial policies are to be changed or new ones introduced, the DO will ensure there is liaison and consultation with relevant persons at headquarters and with the CMT.
5. Closely monitors Banking and Governmental policies in country, regulations, and provides advice on payment issues.
6. Liaises with the DCD Programs and Grant Manager, to ensure that contract liabilities are executed in a timely manner and that project expenditures are in line with the contract budgets.
7. Authorizes Country Office statements, staff payroll, financial reports, adjusting journal entries, cash receipts and signs cheques and bank letters in collaboration with the Finance Manager.
8. Supervises the preparation and submission of the Country Office budgets by line managers and finance staff, to ensure that budgets reflect Country Office needs and Plan International budgetary requirements in collaboration with the Finance Manager.
9. Provides information, guidance, addresses issues, and ensures there is an understanding of Country Office finance requirements and standards along with contractual requirements from different donors.
10. Heads strategy and direction for the Country Office in regards all finance departments and finance managers. Authorizes overall finance plans for budgets, staffing, and procurement and makes final

decisions on policy-level financial matters and provides an overview to the department on investments, banking, and forex transactions.

11. Audits the accounting practices of the Country Office finance staff through the authorization of various documents and financial instruments, and takes corrective action as necessary.
12. Provides general team leadership for the Finance department.

Logistics and Administration

Responsibility 2: Provides overall management to the Logistics and Administration department to ensure that optimum support is provided to Country Office projects within established Plan operational principles and operational manual.

1. Reviews and monitors Country Office administration policies, systems and procedures and initiate development and/or corrective action as required. (Administration includes legal affairs; administrative liaison with the National Government; the management of buildings and properties; fleet management; asset management; procurement, shipping, office equipment and office supplies, etc).
2. Reviews and monitors the adherence of the Country Office operational policies and ensure compliance to Kenya laws.
 - a. Reviews and monitors Country Office vehicle use and practices in order to attain optimum efficiency of fleet in collaboration with the Logistics and Administration Manager
 - b. Authorizes property leases, major contracts and all other major administrative actions.
 - c. Reviews and monitors the vendor data base and ensures Plan policies and procedures are adhered to in the purchasing of goods and services and takes corrective action as required.
 - d. Reviews and monitors the production and use of administration data within the Country Office and initiate development and correction of such practices as required.
 - e. Authorizes administration department budgets, staffing and goals and objectives and in consultation with the CMT, make final decisions on policy level administrative matters after consultation with the CMT.
 - f. Provides team leadership to the department.

Information Technology

Responsibility 3: Provides overall management to the Country Office's Information Technology (IT) unit to ensure that optimum administrative support is provided to services to Country Office projects within Plan International operational procedures.

1. Authorize IT budgets, staffing plans, goals, and objectives.
2. Reviews and monitors IT policies, systems and procedures and initiate development and/or corrective action as required in collaboration with the IT Manager.
3. Directly supervises the IT manage.

Oversight of Project Offices and Programme Units

Responsibility 4: Supervises and supports the program support/operational activities in Country Office's Programme Units and Project Offices.

1. Maintains oversight of all Project offices and Programme Units in collaboration with the Finance Manager and Logistics and Administration Manager.
2. Provides policy, systems, and compliance support to the above.

3. Authorizes KCO and other offices programme support budget, staffing and development plans.

Other

- **Security:** oversee security planning and management in the country and ensure that all Plan offices (CO and PUs) have developed standard operating procedures (SOPs) and contingency plans consistent with global security policy and procedures in collaboration with the Safety and Security Advisor. DCDO is the chair of the Security Review Team.
- **Policies and procedures:** coordinates with relevant heads of Department/Section so that systems and processes are in place to comply with Plan Operational Manual and global policies, standards and procedures and legal requirements in the areas of finance, administration & logistics, ICT, security, disaster preparedness
- **Risk Management:** Ensure systems and processes are in place to identify and manage risks including developing, updating and reviewing countrywide risk register to the RO in line with the Global Risk Management policy, and ensuring that risks are adequately identified, assessed, mitigated and reported on through risk registers at all levels in the country.
- **Legal and regulatory:** oversees the review of agreements and contracts and ensure compliance with the host country laws and regulation, ensure the interface with the legal advisors in collaboration with the CD.;
- **Reporting:** Ensures monthly financial and other management reports for Regional Office and all other offices are prepared accurately and on a timely basis. This entails respecting the deadlines set in the financial calendar.
- **Safeguard and propagate** Plan Kenya's interests in dealings with external parties in areas of responsibility e.g. National Plan Members, Host Country Governments etc. through proper review of Contracts, Agreements and other legal documents.
- **Strategic planning:** contribute to the strategic development and management of the Kenya country office in particular by developing policies, guidelines, tools, and processes to ensure optimal practice in finance and operations and further develop all programme support needs to support the Country Strategic Plan (CSP) 2016-2020.
- **Support to programmes:** Oversee the planning and delivery of all general services and logistical requirements of program work in line with established procedures e.g. procurements, storage, transportation and distribution;
- **Child Protection:** As a senior manager provides oversight with other staff to ensure the compliance and coherence of Plan's Child Protection Policy at all times to safeguard and protect children from all forms of abuse;
- **Audit and investigation:** oversees the facilitation of internal and external audit missions and ensure audit follow up and action lists are addressed in a timely manner in collaboration with the Risk and Compliance Manager. Ensures all sensitive matters including fraud investigations and other are handled in an appropriate manner and with the correct support.

Communications and Working Relationships

Internal	External
<ul style="list-style-type: none"> • Country Management Team members • Deputy RD-Operations • Functional departments Heads in the RO (ICT, Finance, Sponsorship, Security, and Administration & Logistics) • Global Assurance Manager and Team • Legal Counsel in country and at International Headquarters. 	<ul style="list-style-type: none"> • National and Local authorities especially relevant ministers in the country e.g. labour department, Ministry of Finance, taxation department, etc. • Partners organisations and Donors • Other relevant INGO deputies • Security Associations and Networks

Knowledge, Skills, and Behaviors required to achieve role's objectives

- An advanced degree in Accounting/ or Finance, Business Administration or related field. (Required)
- Membership in an internationally recognized professional accounting body such CA, CPA, ACCA, CIMA (Required)
- Knowledge of key donor reporting requirements for large grants and contracts, and other International Financial Reporting Standards (IFRS) (Required)
- Proven record of management of complex multi-donor large scale annual budgets
- At least ten years' experience working areas of Programme support, and management, including up to five years in a senior management position.
- Excellent knowledge and demonstrated experience in management of supply chain, fleet management, and overall logistics including IT
- Good knowledge security management.
- Excellent skills in risk management and demonstrated ability of managing audits
- Good understanding of child rights and child protection issues
- Proven understanding of multi-sectoral programming by international non-government agencies
- Sound experience of leading successful teams and demonstrating understanding of human dynamics associated with change.
- Fluency in English spoken and written;
- Knowledge of Kenya preferable and an understanding of factors affecting child-poverty as well as the political, social and economic opportunities for development.

Leadership Skills and Behaviors demonstrated from experience

Striving for high performance:

- Achieves clarity and accountability among whole team of their individual and collective objectives;
- Organises work clearly and effectively within the team;
- Deals with poor performers by either improving their contribution or managing their exit, if appropriate.

Strategic thinking and innovation:

- Creates strong strategic direction for own part of organisation in wider Plan context;
- Major contributor to direction in the management team of which they are a member;
- Flexible in responding to new demands presented in emergency situations.

Decision making and risk management:

- Can address complex problems in a balanced way;
- Good judgment in decision-making, making best use of available information;
- Willing to make difficult or unpopular decisions and stand by them.

Influence and communication:

- Uses the potential of varied cultures to reach solutions;
- Excellent listener who understands and shows sensitivity to the views of others;
- Forms good relationships quickly with wide range of people, including those in positions of power and who have different views/ interests;
- Represents Plan effectively with senior people in external stakeholder organisations;
- Understands external and internal politics and able to navigate these;
- Communicates with clarity and passion both 1-1 and with large groups;
- Effective negotiator in complex situations;
- Assertive without being aggressive.

Building effective teams and partnerships:

- Creates a highly motivated team with a unified purpose;
- Modifies own view to get best outcome for organisation;
- Contributes effectively to work of other functions/ units and to management team as a whole
- Able to build partnerships and improve relationships;
- Resolves conflict effectively in own team or across boundaries.

Developing people:

- Continuously uses both 1-1 and team situations to develop others;
- Organises work to give others development opportunities;
- Adapts style to suit the needs of a wide variety of people;
- Deals effectively with mistakes and re-motivates those involved.

Self-awareness and resilience:

- Aware of own strengths, weaknesses and pro-active in using feedback and self-development
- Aware of impact on others and uses impact to create positive climate at work
- Aware of own emotional reactions and able to manage them
- Manages own workload effectively and manages stress without harm to self or others
- Positive about change and able to cope well with ambiguity and support others in doing so

Level of Contact with Children:

Low contact: No contact or very low frequency of interaction with children.

******* END OF JOB DESCRIPTION*******