

## **CHIEF OPERATIONS OFFICER/HEAD OF PROGRAMS**

Our client is a registered NGO in Kenya and a member of a global network. It operates in the East Africa Region through a network of over 20 branches and with close to 200 field employees. The organization focuses on social entrepreneurship, micro-credit, job creation, and improved livelihoods of marginalized communities through participatory approaches.

The organization seeks to recruit for the position of Chief Operations Officer/Head of Programs. This is a crucial position within the organization responsible for strategic management of program operations, including planning, directing, and overseeing a large, complex portfolio of development programs. The role is also central to the development of strategic plans, business plans, budgets, performance metrics and recruiting staff for the department. The individual is expected to spend close to 30% of the time in the field.

The position reports to the Chief Executive Officer and is a member of the Senior Management Team.

### **Major Responsibilities:**

- Provide leadership for the programs department through the co-development and implementation of a strategic plan, as well as on-going oversight and input into business plans, budgets, operations and management plans and individual work plans for key programs department staff.
- Ensure high quality design and delivery of new and existing programs, in line with established quality standards and the organization's values and strategies.
- Spearhead the development of appropriate and innovative training, solutions packages, financial products and services that create value for target program beneficiaries and self-help groups.
- Take responsibility for effective management of department budgets and resources (both financial and non-financial). Work with the Finance Department to ensure appropriate financial budgeting and grant management, in line with expectations of the organization's different funders.
- Support the organization's funding and resource mobilization strategies through the provision of technical input for concept papers, grant proposals and related initiatives.
- Lead the development and pro-active implementation of relevant policies and systems to support effective, high quality implementation of program activities, as well as compliance with evolving requirements of major funders.
- Ensure compliance, both internal and external, with the terms and conditions of agreements with funders, contracts entered into with partners, and government policies and regulations. Oversee all reporting activities of the organization, both regular and ad-hoc.
- Build and maintain productive and mutually beneficial relationships with key stakeholders, and contribute to maintenance of strong visibility, good public relations, and strong public image for the organization.
- Ensure that the organization's monitoring and evaluation systems and functions maintain the highest quality, delivering best in class data and information about the

organization's programs and operations. Enable the monitoring, evaluation and learning team to adopt emerging methodologies and techniques where relevant.

- Support the development of robust knowledge management systems within the organization, including rigorous documentation and dissemination of experiences and best practice, and ensuring that lessons learnt are absorbed into program implementation.
- Provide effective management and supervision of program staff.

**Person Profile:**

- Master's degree in any of the following disciplines: Social Enterprise, Development Studies, Micro-Finance, Project Management, Business Administration/Management, Economics or any related discipline.
- A minimum of 10 years relevant and progressive work experience in the field of economic development, preferably from similar organizations or from large scale, complex development programs. Experience promoting social enterprise, job creation of financial inclusion will be an advantage.
- At least 5 years' experience working at the senior management level, including a successful track record managing large scale programs or operational departments.
- A demonstration of strong leadership, via the development and successful implementation of high level organizational strategies and/or change management programs.
- A conceptual thinker with the ability to successfully direct operations of a large, complex organizational network.
- A demonstrated track record supporting resource mobilization, fundraising and/or business development.
- Experience leading or supporting the learning process and knowledge management functions within a given program or organization.
- Exceptional communication, presentation, and report writing skills.
- Strong interpersonal, negotiation, relationship and people management skills, networking, with ability to work in multi-cultural environment.
- Strong performance drive and initiative, dynamic thinking, and result oriented.

Application letter indicating a brief statement why you qualify for the job, accompanied with a detailed CV and names of at least three (3) professional referees, daytime telephone contact, and current and expected remuneration (gross salary and cash benefits) should be sent to the address below before the close of business on Wednesday 17<sup>th</sup> April 2019. (Please do not attach scanned certificates, academic documents and testimonials at this point).

Executive Selection, Strategic Dimensions Limited  
Management and Development Consultants  
E-mail: [recruitment@strategicdimensions.co.ke](mailto:recruitment@strategicdimensions.co.ke) and  
[strategic@swiftkenya.com](mailto:strategic@swiftkenya.com)  
(Only short listed candidates will be contacted)