

<b>TITLE:</b> Director of Programme Operations	
<b>TEAM/PROGRAMME:</b> Programme Operations	<b>LOCATION :</b> Port-au-Prince, Haiti
<b>GRADE:</b>	<b>CONTRACT LENGTH:</b> Open-ended
<p><b>CHILD SAFEGUARDING:</b> Level 3: the post holder will have contact with children and/or young people <u>either</u> frequently (e.g. once a week or more) <u>or</u> intensively (e.g. four days in one month or more or overnight) because they work country programs; or are visiting country programs; or because they are responsible for implementing the police checking/vetting process staff.</p>	
<p><b>ROLE PURPOSE:</b> As a member of the Senior Management Team, the Director of Program Operations shares in the overall responsibility for the direction and coordination of the Country Office. The Director of Program Operations is accountable for the high quality, responsive, compliant implementation of all programming in the country, including the emergency preparedness and response and DRR activities for the Country Office in Haiti. In the event of a major humanitarian emergency and security incident, the role holder will be expected to work outside the normal role profile and be able to vary working hours accordingly.</p>	
<p><b>SCOPE OF ROLE:</b></p> <p><b>Reports to:</b> Country Director <b>Staff reporting to this post:</b> Project Manager (Budget Holders) and Sponsorship Manager</p> <p>This role is part of the SMT and is having a horizontal working relationship with PDQI, Supply Chain, Awards, and NBD.</p>	
<p><b>KEY AREAS OF ACCOUNTABILITY:</b></p> <p><b>As a member of the Senior Management Team, contribute to: (20%)</b></p> <ul style="list-style-type: none"> <li>• Leadership of the Haiti Country Office</li> <li>• Support the development of an organizational culture that reflects our commitment to work in all contexts, promotes accountability and high performance, encourages a team culture of learning, creativity, and innovation, and frees up our people to deliver outstanding results for children, value-adding relations with partners, and excellent customer service for our members and donors.</li> <li>• Help design and implement a coherent organizational structure that is consistent with agency practices and appropriate to program needs.</li> <li>• Help establish, maintain, and improve active and regular working relationships with host government authorities, donors, partner agencies including major institutional donors, and local and international NGOs.</li> <li>• Ensure that the required support is provided promptly, on a scale and in line with the rules and principles during emergencies, working closely with the Regional Office.</li> </ul> <p><b>Oversight and Management of Program Implementation: (40%)</b></p> <ul style="list-style-type: none"> <li>• Take overall lead of program implementation, ensuring delivery of high-quality programming through line management of field offices, and ensuring integrated logistics, finance, and grants advisory support to field offices/programmes to enable effective and efficient project implementation according to donor guidelines and Save the Children minimum standards.</li> </ul>	



- Ensure projects receive appropriate technical assistance by maintaining strong coordination with the Program Development, Quality, and Advocacy Team.
- Work with the Security Manager to ensure the creation and implementation of effective safety and security management systems at Country and field office levels, ensure that these are updated and revised at regular intervals and that new programmes are built around security considerations.
- Sensitize staff and partners on fraud, corruption and CSG, and ensure compliance with SCI principles of safe programming in general.
- Ensure proposals address implementation needs. In close coordination with the Director of Program Development and Quality and Director of Finance, participate in the program proposal process to conceptualize and design cost-effective, innovative, and high-quality programs to serve difficult-to-reach children.
- Serve as the overall budget holder for most programming; manage and support budget holders for individual projects and grants and ensure that all programs progress in accordance with grant agreements and are completed within time and on budget. Ensure preparation of timely and high-quality progress reports.
- Ensure high-quality program implementation, in ways responsive to the communities, and children in line with Save the Children principles, values, and strategic plan and following Save the Children compliance procedures.
- Ensure that field-managed partnerships are formed and developed in the context of the Theory of Change and are designed and managed so that the partnership furthers the achievement of Save the Children's global strategy and strengthens the local and national capacity to deliver for children. This includes working with government and national NGO partners to strengthen national capacity.
- Ensure that field teams engage in mutual assessment, feedback, and learning with partners and assist partners to engage in knowledge building and advocacy.

**Emergency Response Management (ERM) and Disaster Risk Reduction (DRR): (20%)**

- Being the leading role for preparedness and emergency response in the CO, strengthening the Haiti CO organizational readiness to respond to emergencies in line with global SCI emergency goals and benchmarks. Ensure the CO designs, updates, and implements a full set of emergency preparedness actions, drawing on SC member input and resources.
- Mount appropriate and timely responses at scale to all emergencies consistent with established benchmarks, plans, and organizational policies, and in close cooperation with incoming surge teams.
- Ensure emergency response projects receive appropriate technical assistance by maintaining strong coordination with the Program Development, Quality, and Advocacy Department.
- Ensure staff adherence to the Rules and Principles for emergency response, and that all CO staff across departments and sub-offices are familiar with, adhere to, and implement the procedures and processes detailed in the Rules and Principles.
- In coordination with Country Director and Director for Program Design and Quality, maintain consistent and coherent engagement in key inter-agency emergency preparedness and response coordination mechanisms, including the Cluster system.

**Staff Management, Mentorship, and Development - Operations Department: (15%)**

- Ensure appropriate staffing within the Operations Department, including field office staff. Ensure JDs are coherent and complementary within the Department and with other departments' staffing. Lead recruitment effort to fill senior positions in the Operations Department.

- Manage the performance of all staff in the Operations Department work area through effective use of the Performance Management System including the establishment of clear performance objectives and staff development strategies aligned with jobs and the CO strategy and annual plans. Define expectations, provide leadership and technical support as needed, and evaluate direct reports regularly.

**Partnership Mentoring (5%):**

- Ensure regular visits between project teams and partners.
- Ensure the capacity building of partner operational units through training, learning, and development opportunities.
- Support the establishment of standard office procedures (SoPs), and reporting systems.

**SAFEGUARDING RESPONSIBILITIES**

- Understand and promote the Safeguarding policies, procedures, and the Code of Conduct.
- Demonstrate high levels of professional safeguarding behaviour and maintain the standards required by the Safeguarding Policies and Code of Conduct.
- Take necessary steps to prevent abuse, exploitation, harm, or accidents.
- Ensure the commitment to making Save the Children safe for children and adults by ensuring child safeguarding, bullying, and harassment concerns are reported effectively in line with the policy (within 24 hours). Failure to report is considered a violation of policy.

**BEHAVIOURS (Values in Practice)**

**Accountability:**

- Holds self-accountable for making decisions, managing resources efficiently, and achieving and role-modelling Save the Children values.
- Holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance, and applying appropriate consequences when results are not achieved.

**Ambition:**

- Sets ambitious and challenging goals for themselves and their team, take responsibility for their own personal development, and encourage their team to do the same.
- widely shares their vision for Save the Children and engages and motivates others.
- Future orientated, thinks strategically and on a global scale.

**Collaboration:**

- builds and maintains effective relationships, with their team, colleagues, Members and external partners, and supporters.
- values diversity and sees it as a source of competitive strength.
- approachable, good listener, easy to talk to.

**Creativity:**

- develops and encourage new and innovative solutions.
- willing to take disciplined risks.

**Integrity:**

- honest, encourages openness and transparency; demonstrates the highest levels of integrity.

**QUALIFICATIONS**

- Master's degree in development or other relevant advanced degree.
- Significant knowledge of international humanitarian systems, institutions, and donors, and of procedures, accountability frameworks, and best practices in emergency management.
- Ability and willingness to change work practices and hours, and work with incoming teams in the event of major emergencies.

- Commitment to and understanding of Save the Children's aims, values, and principles including rights-based approaches.

#### EXPERIENCE AND SKILLS

- Robust experience in NGO emergency program cycle management, and experience of working within a complex and matrix organization structure.
- A very good understanding of at least 3 of the sectoral programs and a working knowledge of the program priorities of the Country's Office
- Substantial experience in logistics, including procurement, supply chain, fleet, management & inventory.
- Substantial experience and knowledge of effective financial and budgetary control and securing and managing grants from major institutional donors.
- Solid project management skills related to organizational development projects and international, cross-functional teams with a proven history of delivering results.
- Ability to analyse information, evaluate options, and to think and plan strategically.
- An in-depth understanding of national and international development issues in particular in relation to children.
- Previous experience in managing and developing a team and the ability to lead, motivate and develop.
- Excellent interpersonal, communication, and presentation skills
- Fluency in written and spoken English, strong French skills highly desired, Creole language skills a plus.
- Ability and willingness to change work practices and hours, and work with incoming teams in the event of major emergencies.
- Commitment to and understanding of Save the Children's aims, values and principles including rights-based approaches.

#### Additional job responsibilities

The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience.

#### Equal Opportunities

The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures.

#### Child Safeguarding:

We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse.

#### Safeguarding our Staff:

The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy

#### Health and Safety

The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures.

<b>JD was written by:</b> Rizwanullah Sadat (HR Expert – Consultant)	<b>Date:</b> June 5 <sup>th</sup> , 2023
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<b>JD agreed by:</b> Chantal-Sylvie Imbeault (Country Director – SCI Haiti)	<b>Date:</b> June 5 <sup>th</sup> , 2023
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<b>Updated By:</b> Chantal and Rizwan	<b>Date:</b> June 5 <sup>th</sup> , 2023
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<b>Evaluated:</b>	<b>Date:</b>
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<b>Reviewed and Accepted:</b> <b>Signature:</b> <b>Name of the Employee:</b> <b>Designation:</b>	<b>Reviewed and Agreed with the Employee:</b>
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**SAVE THE CHILDREN INTERNATIONAL  
ROLE PROFILE**



**Save the Children**

Date: June 8, 2023

Signature:  
Name of the Supervisor:  
Designation:  
Date: