

Operations Director, WV Afghanistan

Location: [Europe & the Middle East] [Afghanistan]

Town/City: Herat

Category: Field Operations

PURPOSE OF POSITION:

The Operations Director provides overall leadership to the operations team in WV Afghanistan (WVA). As a member of the Senior Leadership Team, the Operations Director is responsible to foster an enabling environment to support World Vision's strategic priorities and imperatives and develop and operationalize systems that promote integration and ensure timely, effective implementation of the program's portfolio of projects in pursuit of Child Well-Being. The operations Director shall oversee the implementation of systems, infrastructure, and capacity building to address core security requirements and staff care and spearhead external engagement in order to position the organisation to sustain and grow and to influence and promote coordination with key stakeholders. The operations director shall oversee the implementation of consortia in coordination with the National Director.

MAJOR RESPONSIBILITIES:

Ensure Operational Effectiveness:

- Support the National director and extensively engage in Strategy Development process together with the members of the senior leadership team.
- Provide strategic and operational oversight of the programs portfolio, ensuring mechanisms and tools are in place for effective/accountable implementation of projects (end on time, on target, and within budget).
- Ensure programs have the necessary resources and competencies to live out WV's Christian faith with boldness and humility through programme choices and through clear, appropriate communication with external stakeholders.
- Develop a culture of excellence with regards to the planning and implementation of projects, including periodic and targeted reviews of challenging projects to ensure completion and optimum expenditure rates.
- Spearhead coordination between departments to promote information sharing, joint planning, and problem solving, especially amongst MEAL , and Technical sector Leads within fragile contexts to support operational effectiveness as well as revenue acquisition.

- Develop and communicate National Office systems, guidelines, and strategic initiatives.
- Ensure effective support mechanisms are in place to facilitate the Program strategic initiatives in the area of child welfare and protection, livelihood, WASH, education.
- Ensure effective support mechanisms are in place to enable programmes to identify, include, and benefit the most vulnerable children, and report their impact on these children.
- Manage the implementation of consortiums in coordination with National Director.
- Foster a culture of trust and mutual respect with the aim of empowering staff to take on more responsibility.

Foster Operational and Programmatic Planning and Implementation:

- Ensure there are clear strategies and annual operation plans for Operations and Support Functions based on the WV Afghanistan strategy and operational plan. Facilitate and be accountable for the execution and monitoring of strategies and annual operation plans.
- Spearhead portfolio growth, developing strategic relationships, operationalizing growth opportunities, and developing proposals in coordination with program, support services including security, finance, P&C and supply chain, MEAL and other key functional stakeholders.
- Successfully contribute towards implementation of the programs and WVA Strategy, particularly focusing on the establishment and implementation of integrated plans, meeting the needs of portfolio contexts and donors.
- Champion integration, ensuring strategic priorities support WVA strategy.
- Develop and implement effective systems for strategic and adaptive management, ensuring operational plans are in place and programs are able to make necessary adjustments to plans and budgets during implementation, in the interest of continuous improvement.
- Ensure program plans include clear strategies to strengthen the sustainability of outcomes.
- Champion key humanitarian standards and sector standards in the National Office and at the field level.
- With the other members of the senior leadership team provide leadership in strategy formulation, and align WVA Strategy to local context and local development realities.
- Cultivate an atmosphere of trust for the creation and delivery of high quality, effective, and accountable programming.

Foster Internal and External Engagement:

- Represent World Vision at appropriate national government level, UN/NGO/donor meetings, joint agency assessments, and task forces, as required.
- Promote information-sharing mechanism and internal stakeholder engagement to encourage cross-functional coordination amongst all functions and field operations and actively address issues that affect revenue acquisition and project success.
- Strengthen awareness of WVA Program both within and outside of the WV Partnership.
- Provide leadership, strategic direction and support to the team for developing and implementing excellent donor experience and acquisition of Ministry funds.
- Develop strategic networks enabling World Vision to leverage a collective voice in favour of children and families, communities, and partners.
- Ensure representation of WV's strategic pillars with government and partners.
- Foster a spirit of engagement with other agencies to promote better coordination, joint action, and partnership.

Foster Risk and Compliance Culture:

- Ensure business continuity through an integrated risk management approach, including security, financial, operational and reputation risks by developing contingency plans and scenarios.
- Ensure all organisational policies, procedures, and compliance regulations are in place, understood, and followed.
- Ensure awareness of donor and Support Office requirements, including the timely preparation and submission of quality narrative and financial reports.
- Ensure that audit reports are responded to and recommendations implemented within approved / agreed timeframes.
- Lead the identification and resolution of challenges which impact audit compliance and/or contribute to risk.
- Cultivate an atmosphere of good stewardship, accountable ministry, and diligent compliance with internal and donor-imposed processes.

People Management and Capacity Building:

- Promote high team morale, especially within highly stressful fragile contexts and environments.
- Ensure quality staff are attracted, retained, and developed to effectively work within a fragile context.
- Ensure there are clear and deliberate retention plans specific to individual staff members and succession plans in place.
- Effectively line manage and coach Zonal and Project Managers , ensuring a shared vision, teamwork, effective communication, and active engagement in decision making and management approaches, as well as ensuring staff care measures are in place and followed.
- Champion performance management mechanisms, ensuring full participation and quality results to promote staff engagement and a culture of excellence.
- Promote WV Christian identity and values in working environment and lead by example.
- Lead or participate in spiritual sessions of prayer and biblical reflection with staff.
- To be committed to actively working and living in accordance with WV's Mission, Values and Christian beliefs.
- Cultivate an atmosphere of staff empowerment and motivation leading to active participation in programme initiatives, lead by example, and actively engage with all staff.

Ensure Safe and Secure Working Environment:

- Ensure security and risk mitigation measures are in place and in use.
- Ensure adherence to Core Security Requirements.
- Ensure that staff have the necessary tools to complete the tasks as assigned to them, including, but not limited to, communications tools such as telephones, radios, and internet access.
- Lead the timely implementation of security recommendations.
- Promote a culture of security awareness and risk reduction amongst staff.

Others:

- Carry out additional responsibilities as assigned by the National Director.

- Foster a framework for the development and practice of interfaith initiatives amongst staff.
- Be part of and contribute to the effectiveness of the senior leadership team.

KNOWLEDGE, SKILLS & ABILITIES:

- Advanced degree in Developmental Studies, Public Policy, International Relations, Business Management, or any relevant Social Sciences and/or 8+ years of experience in emergency response, development programming, and/or fragile contexts.
- Minimum of 5 years of progressive management experience in complex/protracted emergencies, recovery operations, and fragile contexts as applicable.
- Proven ability to manage a large and diverse programme portfolio with multiple donors.
- Familiarity with EU, USAID/OFDA, DFID, WFP, UNICEF and other grant compliance and procedures.
- Capacity to provide solid leadership within fragile and complex contexts.
- Ability to be agile and possesses strong decision-making skills.
- Possesses strong problem-solving skills and is a proactive problem solver who is able to unravel and solve multiple complex challenges in an agile and efficient manner.
- Must possess knowledge of humanitarian industry, including Sphere standards, HAP, NGO Code of Conduct, and Humanitarian Charter.
- Must possess experience in staff security, safety management, and staff care within a complex, insecure, and fragile environment.
- Must have experience in programme design, monitoring, and evaluation in complex contexts.
- Proven financial, logistical, and procurement management skills.
- Strong ability to work with various partners, local authorities, local organisations, and NGOs to develop and maintain positive external relationships.
- High emotional intelligence and rooted in Christian values.
- Very strong organizational, management and negotiation skills.

- Demonstrates well-developed interpersonal skills.
- Must possess sound people management skills and effective cross-cultural / pluralistic context capabilities.
- Excellent communication skills, both verbal and written, with computer proficiency.
- Must adhere to pre-determined security standards.
- Ensures gender perspective in the scope of work.

Work Environment/Travel:

- The position requires ability and willingness to travel domestically and internationally 25% of the time.