***The following provides guidance on development of role profiles. This guidance should be used when completing the template. (Please use font Gill Sans MT size 11)***

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| **TITLE:**  **DIRECTOR OF FINANCE AND SUPPORT SERVICES- Liberia Country Office** |
| **TEAM/PROGRAMME:** Liberia Country Office Senior Management **Team** | **LOCATION:** Monrovia |
| **GRADE**: TBC  | **CONTRACT LENGTH: 2 years** |
| **CHILD SAFEGUARDING:** Level 3 - the responsibilities of the post may require the post holder to have regular contact with or access to children or young people |
| **ROLE PURPOSE:** As a member of the Senior Management Team (SMT) in Liberia, the Director of Finance and Support Services shares in the overall responsibility for the leadership, coordination and supervision of the Country Office (CO) Finance and Support Services functions. The role will be accountable to the Country Director for overseeing Finance and support functions, including IT, HR & Admin, and Supply Chain. The post holder will be responsible for ensuring compliance with SCI global standards, policies and practices. The position also plays a key role in effectively supporting program implementation activities in line with annual and program strategic plans.In the event of a major humanitarian emergency, the role holder will be expected to work outside the normal role profile and be able to vary working hours accordingly. |
| **SCOPE OF ROLE:** **Reports to:** Country Director**Staff reporting to this post:** Finance, HR & Admin, IT and Supply Chain |
| **KEY AREAS OF ACCOUNTABILITY:****As a member of the Senior Management Team, contribute to:*** Input to the strategy and operational decision taking of the Extended Senior Management Team and Senior Management Team. In particular, the business support aspects of decision making (Finance, HR, IT, Supply Chain and business admin),
* Demonstrable strategic and creative leadership, management and coordination skills in a network setting,
* Sound organisational and people management skills, Finance, HR & Admin, IT and Supply Chain Functions
* Demonstrate advanced understanding of management roles and dynamics in a large organisation, such as SCI,
* Lead and support on improving the operations planning at all the country level,
* Support the development of an organisational culture that reflects our dual mandate values, 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 and excellent customer service for our members and donors
* Help design and implement a coherent organizational structure that is consistent with agency practices and appropriate to program needs
* Help establish, maintain, and improve active and regular working relationships with: host government authorities, partner agencies including humanitarian and development donors, and local and international NGOs
* Ensure Liberia Country Office complies with all Save the Children Management Operating Standards and Standard Operating Procedures
* Ensure that all required support is provided promptly, at scale and in line with the rules and principles during emergencies, working closely with the Regional Office

**Finance*** Oversee the finance function in Liberia Country Office, ensuring that planning and budgeting, financial accounting, financial control, international accounting principles, budget monitoring and reporting are completed as necessary
* Assist the SMT in the management /administration of CO resources. Highlight variances, provide analyses and recommend solutions.
* Identify and effectively manage financial risk, related to delivering the Country Office program. Develop mitigation plans at proposal stage.
* Oversee correct level of budget authority exists within the Project Office. Own the application of SCI approved scheme of delegation, together with the CD
* Manage financial aspects of budget development for new proposals
* Fulfil all financial reporting requirements for internal and external stakeholders
* Lead and participate in the development of finance policies and procedures to be ensure adequate finance controls are in place according to international accounting principles.
* Review and approve the proper accounting and closing of books upon receipt of completed reports and documents from various sub-offices
* Develop sub-grantees financial management through training and capacity building
* Develop CO budget holder financial management through training and capacity building
* Responsible for ensuring effective systems are put in place, and regularly reviewed, to allow adequate financial management and control over assets, funds, equipment, property, and facilities. This includes:
* Annual accounts and tax statement preparation;
* Accounting and management information systems;
* Cash and cash flow management and control in particular gain/losses on currency exchange;
* Financial procedures during emergency responses, including meeting all relevant responsibilities in the Rules and Principles for Emergency Response;
* Expenditure procedures, especially around procurement;
* Documentation of all controls and procedures;
* Finance training for staff in the field and partners as necessary;
* Availability of funds for sub-offices and the Country Office
* Monitor accurate and timely submission of financial reports and attachments to members, donors and government regulatory agencies
* Ensure quarterly effort reporting is prepared with major variances discussed with Regional Office and centre
* Coordinate submission of control reports, respond to findings and recommend resolutions or action plans
* Perform any other responsibilities related to financial management as required

**Supply Chain*** Provide strong leadership of the Supply Chain Function within the SMT,
* Work in close collaboration with senior colleagues at the Country Office level, with the Regional office, the centre and members to co-implement and/or monitor business appropriate solutions in areas such as stock management, procurement and distribution planning & reporting, value for money through the systematic reporting of financing benefits, and promotion of the SCI standard policies and procedures,
* Work with the Country office, Regional Office and Centre to ensure adequate Supply Chain Capacity for effective programme delivery while taking Value for Money into account, and the rollout of any new system, policy, training need, procedure and tools;
* In collaboration with the CO Supply Chain lead, ensure and run the Supply Chain the SCI Liberia in compliance with the needs and requirements of the SCI Liberia, the regional Office, the members and donors,
* Ensure and support the CO Supply Chain to timely provide all regular report, continuous improvement of KPI, and ensure regular feedback as well as follow up on adjustment measure.

**Administration*** Supervise administrative function to ensure the smooth import of capital assets, monitor visa process for expatriate staff and liaison with Government
* Ensure sophisticated, efficient, cost effective Information Technology Systems are in place which is also in compliance with SCI procedures
* Train staff to take customer service approach, identify bottlenecks, and streamline processes.

**Facilities Management*** Oversee the overall maintenance of all Save the Children office premises, facilities assets and equipment (physical work environment) in country and ensure that these are secure, in working order and efficiently utilized
* Review all contracts and leases to ensure the benefit of SC before forwarding them to the Chief of Party for signature
* Responsible for Compliance with Health and Safety regulations in accordance with SCI procedures
* Responsible for ensuring CO internal and external communications systems function effectively and efficiently
* Ensure adequate insurance cover in place and kept up to date with suitable cover for maximum loss of assets.
* Support to overcome lapses in licenses, permits, etc.
* Provide logistical support to guests, visitors including partner organisations involved in SC activities

**Human Resources*** Supervise the Human Resources function to ensure that advice and support are provided to managers and staff on interpretation and application of policies and procedures and on other HR related matters
* Supervise the development of dual mandate HR practices and processes aligned with the organisation’s overall strategy and SCI MOS to meet the evolving needs of the organisation
* Responsible for appropriate recruitment, retention and development of staff.
* Ensure managers understand and implement performance management for improved performance and HR department implements policies and procedures.
* Responsible for appropriate and adequate emergency HR procedures detailed in the program Office Emergency Preparedness Plan to enable rapid scale up
* Facilitate the HR aspects (such as deployment mechanisms) of the Country's Emergency Response Team
* Monitor and advise on disciplinary matters in accordance with established policies and procedures
* Mediate conflict, grievances and harassment cases
* Prioritise staff and partner awareness of, training in and adherence to the Child Safeguarding Policies.

**Staff Management, Mentorship, and Development – Support Services*** Responsible for appropriate staffing within Support Services
* Responsible for making sure all Support Services staff understand and are able to perform their roles in an emergency
* Manage Support Services team; define expectations, provide leadership and technical support as needed, and evaluate direct reports regularly
* Responsible for the recruitment, training, and promotion of staff as appropriate and ensure availability of appropriate professional development opportunities for staff;
* Manage the performance of all staff in the Support Services work area through staff development strategies and Performance Management Systems. Establish result based system and follow up
	+ Develop staff through the following methods of effective use of the performance Management System including the establishment of clear, measureable objectives, ongoing feedback, periodic reviews and fair and unbiased evaluations;
	+ Coaching, mentoring and other developmental opportunities;
	+ Recognition and rewards for outstanding performance;
	+ Documentation of performance that is at standard and above and less than satisfactory, with appropriate performance improvements/ work plans

**IT Management** * Ensure the project office is compliant with global IT standards, Policies and procedures for the CO technology environment;
* Leading the development and implementation of ICT annual plan based on agreed objectives and Standard Operating Procedures in ICT services
* Design and implement a Disaster Recovery Plan for the project office with emphasis on data storage, security and backup services.
* Lead IT initiatives, user awareness and compliance with Global Assurance requirements.
* Actively participate in regional working groups for information and knowledge sharing
* Inspire innovation through research and business partnering to make IT an enabler for the achievement of SCI’s global strategy and for meeting local demand for tools
* Partner with Logistics in ensuring timely and value for money IT related purchases are achieved while ensuring SLAs with service providers exists and are adhered to it.
* Promote a culture of documenting and sharing of best practices using knowledge management tools and sharing monthly reports with the RO team and line manager
* Plan and budget for all IT expenditure in consultation with the line manager
* Meet with managers to discuss system requirements, specifications, costs and timelines
* Ensure use of Service Desk in all offices and provide support and technical assistance to project offce IT Officer/ Assistant in resolving escalated issues.
* Ensure optimal functioning of Internet link in all offices
* Prepare evaluations of software or hardware, and recommend improvements or upgrades
* Report any alleged or suspected misuse of IT systems/equipment, lapses of security and major violations of organizational standards to senior in-country management, and provide support as directed to any resulting investigation, such as obtaining evidence, suspending access privileges, etc.
* Comply with all relevant Save the Children policies and procedures with respect to child protection, health and safety, equal opportunities and other relevant policies.
* Ensure that all cloud servers are secure, up to date and compliant with SCI IT Security Policies
* Advise staff of security breaches and/or changes in password or security status
* Participate and represent the IT department in any Liberia CO, RO and Global staff and IT meetings
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| **BEHAVIOURS (Values in Practice**)**Accountability:*** holds self accountable for making decisions, managing resources efficiently, 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, takes responsibility for their own personal development and encourages their team to do the same
* widely shares their personal vision for Save the Children, 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, sees it as a source of competitive strength
* approachable, good listener, easy to talk to.

**Creativity:*** develops and encourages new and innovative solutions
* willing to take disciplined risks.

**Integrity:*** honest, encourages openness and transparency; demonstrates highest levels of integrity
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| **QUALIFICATIONS** * Qualified finance professional (recognised accounting qualification suggested) , Supply Chain or HR&Admin with experience of operating in a global and complex organisation
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| **EXPERIENCE AND SKILLS****Essential** * Recommended a minimum of 7 years management experience in an International NGO environment, including experience in the development of strategic and operational support services plans and their implementation in a professional work environment over a sustained period of time
* Ability to plan and organise a substantial workload that includes complex, diverse tasks and responsibilities in both development and emergency contexts
* Willingness and ability to dramatically change work practices and hours, and work with incoming surge teams, in the event of emergencies
* Demonstrated credibility with colleagues and stakeholders at all levels of an organization
* Excellent oral and written communication skills in English.
* Strong interpersonal skills with the ability to demonstrate skills in leading a multi- disciplined team through a period of change
* Leadership skills, including the ability to supervise and motivate qualified professional staff with strong personal value systems
* Analytical, decision making and strategic planning skills and the ability to handle multiple priorities
* Ability to coach, mentor, delegate appropriately and provide developmental guidance to supervised staff
* Team building skills
* Competent level skills in core IT applications, particularly MS Office
* Competent level skill in Supply Chain management or in one of the main area (Stock, procurement, fleet, asset)
* A commitment to the values and principles of SC
* Experience working in developing countries
* High level of commitment to the principles of development and to the organizational and programmatic goals of Save the Children
* Well versed in Liberia Labor Law in order to ensure compliance in labor policies.
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| **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. |
| **Health and Safety**The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. |
| **JD written by:** | **Date: April 2023**  |
| **JD agreed by:** | **Date:** |
| **Updated By:** | **Date:** |
| **Evaluated:** | **Date:** |