

TITRE: Director of Program Operations	
ÉQUIPE/PROGRAMME: Operations	LOCALITE / LIEU : Bamako, Mali
National : GRADE 1 International : TIERS 3 of SCI's international grid.	TYPE DE CONTRAT : National / International NATURE DU CONTRAT : CDD LA DURÉE DU CONTRAT : 2 Years (Renewable)
<p>CHILD SAFEGUARDING : Level 3: the role holder will have contact with children and/or young people either frequently (e.g. once a week or more) or intensively (e.g. four days in one month or more or overnight) because they work in country programs; or are visiting country programs; ore because they are responsible for implementing the police checking/vetting process staff. OPERATIONS' RESPONSABILITIES IN CHILDSAFEGUARDING OPERATIONAL STANDARD ACTIVITIES (COSA): 1.Letter of Assurance: The Annual Safeguarding Statement has been validated and signed as part of the Letter of Assurance (LoA). 2.Detailed Implementation Plan: Safeguarding activities and risk mitigations are included in the Detailed Implementation Plan (DIP) 3.SCORECARD "Partner COSA Self-Assessment: Each sub-awarded program reviews the partner COSA Self-Assessment and Action Plan annually Note: Completion rates will be tracked through the Q1 safeguarding scorecard." 4.Community Awareness: Each programming site and office has relevant safeguarding posters in place and explained. 5.Community risk assessment: Program staff engage with children, adults, and other key stakeholders in the community to identify and contextualize safeguarding risks and mitigation. 6.Operational Risks: Our warehouses, car fleet, road safety practices, and other operations are routinely assessed on their safeguarding risks. 7.Project Risk Assessment & Mitigation Plans: Each project (re-)assesses safeguarding risks at a minimum once a quarter. 8.Partner awareness: Country office provides contextualized safeguarding briefings, training and materials for partners, building on the outcome from the capacity assessment from the PAT. 9.Risk Management Plan: Country Office principle safeguarding risks are reviewed and monitored quarterly by Senior Management Team (SMT). 10.Volunteer Supervision: All volunteers receive regular performance appraisal according to the VMS (Volunteer Management System) guidelines, which is documented in VMS. 11. Volunteer Recruitment: All volunteers are recruited and selected following the VMS recruitment procedures, including conducting the available pre-engagement checks. Process is logged on VMS. 12."Volunteer Registration: All volunteers are registered on the Volunteer Management System (VMS). For countries who have not gone live with VMS- all volunteers have been registered manually and selected following safer recruitment procedures. " 13.Volunteer training: All volunteer receives safeguarding training prior to engaging directly with program participants. Attendance is logged on the VMS. 14.Sub-award Kick-Off: Each sub-award kick-off has dedicated time to discuss core safeguarding requirements, risks, mitigations and roles and responsibilities.</p>	
<p>ROLE PURPOSE: The Director Program Operations supports the Country Director in the overall management of the Country Office and is directly responsible for implementation of all programs in country, the management of all field offices, emergency preparedness and response and supply chain for the Mali Country Office.</p>	

SCOPE OF ROLE:

Reports to: Country Director

Technical reporting: Regional Director of Program Operations

Direct Reports: Chief of Party, Roving Operation Manager, Head of Supply Chain, Head of Awards, Humanitarian Manager, Area Manager, Field Manager and Senior Program Managers.

Role Dimension: Save the Children has been actively working in Mali since 1986. The Country programs cover 4 regions: Sikasso, Mopti, Ségou, Gao and Tombouctou. The Country Office is in Bamako with Field Offices in Segou and Sikasso and an area Office in Mopti covering field offices of Niafouké, Tombouctou and Gao. The program is implemented in various sectors including Health and Nutrition, Education, Protection, livelihood and Child right governance. With a full-spectrum approach to programming, we engage in both long-term development projects and emergency interventions delivered both directly and through 25 local partners. The Country program employs around 300 staffs and has an annual operating budget of \$30 million in 2023. We work directly with families and communities, foster the participation of children and partner with local organizations, UN bodies, International NGOs and the Mali government to deliver results.

NIVEAU DE SALAIRE BRUT ANNUEL :

NATIONAL CONTRACT PACKAGE :

Gross annual salary between: **21,351,156 FCFA - 38,372,352 FCFA.**

OTHER BENEFITS :

- Payment of INPS+AMO employer's share;
- In addition to AMO, complementary health insurance coverage for you and your family (if married, one wife and a maximum of six (06) children);
- Annual increase after annual performance review;
- Payment of a back-to-school allowance for children at the rate of 100,000 F/Child for a maximum of 4 children per staff at the start of the school year (provided they have completed one year's continuous service with the organization at the time of payment);
- A communication package of 20,000 FCFA, Data 5000 for communications with external persons of the Organization;
- Subscription to the internal communication fleet through which you can communicate free of charge with your colleagues; Training opportunities;
- Annual leave of 24 working days;
- maternity leave of six (06) calendar months (provided she has completed at least one year's continuous service with the organization);
- Paternity leave of Fifteen (15) calendar days (provided you have completed at least one year's continuous service with the organization).

INTERNATIONAL CONTRACT PACKAGE :

Gross annual salary between: \$61,000 - \$77,700

OTHER BENEFITS :

- Annual increase between 2% and 5%;
- Exceptional annual leave;
- Perdiem for travel outside Bamako;
- Housing, electricity, water, installation costs, 2 security guards (1 day -1 night);

- Generator plus fuel;
- Communication and internet package on home phone and internet.
- 1 return plane tickets per year for annual leave, and tickets for family, school fees for children living in Bamako, garbage collection fees, 50% insurance coverage, advance on salary, possibility of temporary deployment in another SCI country, training opportunities.

Our final offer for both (02) packages will be based on experience, internal equity and financial availability. SCI offers a competitive benefits package in addition to salary).

KEY AREAS OF ACCOUNTABILITY:

As a member of the Senior Management Team:

- Support the CD on the day-to-day management of the Country Office with particular focus on cross departmental ways of working and collaboration for improved quality in program design, budgeting, compliance, and implementation.
 - Demonstrate a collective leadership approach taking responsibility for and appropriately representing SMT decisions to staff and partners
 - Support a working culture that reflects our values, promotes accountability, diversity and high performance
 - Support the SMT in ensuring a field focus and a culture of learning, creativity and innovation that allows our people to deliver outstanding results for children and excellent customer service for our members and donors
 - Support the CD and PDQ Director in building strategic relationships and in representing the Country Office with host government authorities, donors, partner agencies including major institutional donors, and local and international NGOs as well as Members and SCI
 - Provide strategic vision and direction for the Country Office, supporting the CD and PDQ Director in positioning SCI in Mali as a partner of choice for child focused programming in Mali.
 - Support the development of program strategies and annual plans ensuring participation of the operations team and active contribution to the CSP.
 - Participate in conceptualizing and designing cost effective, innovative and high quality and safe programming to serve difficult to reach children and ensure quality enjoys a strong voice in program implementation at all times.
 - Help design and implement a coherent organizational structure that is consistent with agency practices, appropriate to program needs and cost effective.
- Ensure that the required support is provided promptly, at scale and in line with the rules and principles during emergencies, working closely with the Regional Office

Leadership of Program Implementation

- Provide leadership to the Operations team ensuring overall coordination of program implementation and appropriate delegation of responsibility for field delivery of high quality and safe programming in line with the objectives of the country strategy
- In collaboration with the Director of Program Development and Quality, develop and maintain One Save the Children vision for programming, as well as effective and efficient allocation of Country Office resources to achieve strategic goals and commitments
- In close coordination with the Director of Program Development and Quality and Director of Finance, participate in program proposal process and ensure that all programs progress in accordance with grant agreements, are completed within time and on budget
- Working with Director of Program Development and Quality, participate in conceptualizing and designing cost effective, innovative and high quality and safe programs to serve difficult to reach children
- Serve as overall budget holder for most programming at field level; manage and support budget holders for individual projects and grants

- Ensure programs are implemented 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. This includes working with government and national NGO-partners to strengthen national capacity
- Ensure preparation of timely and high-quality progress reports, program reports, and donor reports supporting project leads where needed to ensure our reports show case our work and remain compliant with donor formats and regulations.

Supply Chain

- Ensure that the CO logistics capacity and systems meet the SCI MOS and are able to satisfy the programming requirements
- Ensure appropriate and adequate emergency logistics procedures are detailed in the Country Office Emergency Preparedness Plan in order to enable rapid scale up
- Provide leadership to the CO Supply Chain department ensuring that all CO supply chain activities (fleet, assets, transport, supply chain, base setup etc.) are coordinated
- Ensure goods and services procured are cost effective and of standard quality
- Ensure procurement processes are effectively implemented
- Work closely with the procurement team in negotiating the best deals with suppliers

Humanitarian Response Management

- Strengthen the country office readiness to respond to emergencies in line with global SCI humanitarian goal and benchmarks
- Ensure that the country office designs, updates and implements a full set of humanitarian 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 that all country office staff across departments and sub offices are familiar with, adhere to and implement the procedures and processes detailed in the Rules and Principles for humanitarian response

In coordination with Country Director and Program Design and Quality maintain consistent and coherent engagement in key inter-agency emergency preparedness and response coordination mechanisms including the Cluster system

Awards Management

- Ensure full ownership of awards management at field level
- Provide overall leadership to the awards team to ensure donor compliance are met throughout the life of the award
- In collaboration with the Director of PDQ, to ensure quality of reporting is met
- In collaboration with the Director of PDQ, to ensure the country office funding strategy is aligned with the Country Office Strategic Plan and that it is reviewed periodically to capture major changes
- To maintain oversight on the country office portfolio and regularly share main updates with the Country Director and the SMT.

Staff Safety and Security

- Ensure full ownership of Safety and Security policy and practice at field level and that Field Managers and Operations Managers maintain excellent working relationships with the Niamey based Safety and Security Director.
- Ensure that all safety and security minimum operating standards and in country guidelines and procedures are met by field offices
- Work closely with the Safety and Security Manager to promote a culture of security awareness and duty of care amongst staff across the CO.

Representation and Networking

- Proactively seek and maintain, active and regular working relationships with host government authorities, development, humanitarian and corporate donors and partner agencies (e.g., USAID, ECHO, SDC, EU, etc.), Scandinavian the UN system, and local and international NGOs for operations matters.
- Interacts regularly with the international donor and NGO community to ensure awareness of SC programs and to collect up to date information about the plans and programs of other actors.

Staff Management, Mentorship, and Development – Program Operations

- Work closely with Director of HR to ensure appropriate staffing within program operations, including sub office staff
- Ensure that all staff understand and are able to perform their role in an emergency
- Manage program operations team; define expectations, provide leadership and technical support as needed, and evaluate direct reports regularly
- Work closely with Director of HR to ensure the recruitment, training, and promotion of staff as appropriate and ensure availability of appropriate professional development opportunities for staff
- Incorporate staff development strategies and Performance Management Systems into team building process. Establish result-based system and follow up
- Manage the performance of all staff in the program operations work area through:
 - o Effective use of the Performance Management System including the establishment of clear, measurable objectives, ongoing feedback, periodic reviews and fair and unbiased evaluations;
 - o Coaching, mentoring and other developmental opportunities;
 - o Recognition and rewards for outstanding performance;
 - o Documentation of performance that is less than satisfactory, with appropriate

performance improvements/ workplans

- Serve as Acting Country Director as requested
- Represent the Country office as required
- Any other tasks as requested by the Country Director

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

QUALIFICATIONS AND EXPERIENCE

- A minimum of 10 years' management experience in a corporate or an NGO environment, in a range of cultures including significant field operations experience running both emergency and development programs
- Previous experience (at Senior manager or Director level) of managing and developing a team and the ability to lead, motivate and develop others.
- Robust experience of NGO emergency program cycle management, and with experience of working within a complex and matrix organization structure
- A very good understanding of at least three of the sectoral programs and a working knowledge of the program priorities of the Country Office
- Good knowledge of logistics, including procurement, supply chain, fleet management & inventory
- Significant knowledge of international humanitarian systems, institutions and donors, and of procedures, accountability frameworks and best practices in emergency management
- Substantial and proven 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 analyze information, evaluate options and to think and plan strategically
- Demonstrated experience working on complex, multi-partner projects in an international setting
- An in-depth understanding of national and international development issues in particular in relation to children
- Previous experience of managing and developing a team and the ability to lead, motivate and develop others
- 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
- Ability to think creatively to solve problems and find effective and efficient ways to accomplish goals
- Ability to make decisions, work under pressure on a number of competing tasks and meet deadlines
- Ability to work successfully in a complex political environment and on sensitive issues
- Willingness to travel to implementation sites for technical monitoring and supervision visits
- Excellent people management skills/experience and proven ability to create an environment which encourages team-working

DESIRABLE:

- Post graduate Master degree in development or other social sciences
- Experience in, and/or knowledge of Mali or the region is preferred
- Excellent interpersonal, communication and presentation skills.
- Fluency in written and spoken French and English is mandatory
- **Ability to travel in country in some difficult areas**
- Commitment to and understanding of Save the Children's aims, values and principles including rights-based approaches
- Excellent personal organizational skills, including time management, and ability to meet deadlines and work under pressure

Equal opportunities
The incumbent is required to perform his/her duties in accordance with SCI's equal opportunities and diversity policies and procedures.

Child Protection:
We must keep children safe so that our selection process, which includes rigorous background checks, reflects our commitment to protecting children from abuse.

Protection of our personnel:
The incumbent is required to perform his/her duties in accordance with SCI's anti-harassment policy.

Health & Safety
The incumbent is required to perform his/her duties in accordance with SCI's health and safety policies and procedures.

Les personnes intéressées peuvent postuler via les liens suivants :

Lien de candidature pour le poste : [Director of Program Operations - Site de carrière \(oraclecloud.com\)](https://oraclecloud.com)

Site d'offre d'emplois SCI : <https://hcri.fa.em2.oraclecloud.com/hcmUI>

Les dossiers de candidature doivent être envoyés au plus tard le 22 novembre 2023 à 17h00

Seuls les candidat(e)s présélectionné(e)s seront convoqué(e)s pour le test écrit et les interviews. Les dossiers de candidature ne seront pas retournés

NB:
ENGLISH: Applicants are advised that Save the Children International does not require any payment or expense during the entire recruitment process. Any request in this direction should be immediately reported.

FRANCAIS : Il est porté à la connaissance des candidats que Save the Children International ne demande aucun paiement, ni frais durant tout le processus de recrutement. Toute demande allant dans ce sens doit être immédiatement signalée car contraire aux valeurs et pratiques de notre Organisation.