Job Description

Regional Operations Manager - East Africa

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| Location: Nairobi, Kenya, alternative locations may be considered  Salary: 40k-50K USD depending on experience. |

Who We Are

Wasafiri is a consultancy and institute helping leaders and organisations tackle some of the world’s toughest challenges. Established in 2010 by four African and Western development professionals, we are a vibrant and growing organisation motivated by the opportunity to help leaders and institutions build a more effective response to a broad range of complex problems such as food systems, youth entrepreneurship, inequality, and economic development. The people of Wasafiri are brought together for their adventurous spirit, understanding of complex problems and track record of delivering change.

Within East Africa, we focus on two primary portfolios of work: 1) working to understand and address drivers of conflict and instability in the region; and 2) working to support food systems and inclusive growth.

About The Role

We are looking for a dynamic and engaging professional with a collaborative spirit capable of advancing our growing Conflict and Food Systems and Inclusive Growth (FSIG) Portfolios.

The Regional Operations Manager (ROM) will have both project-specific and more general corporate-level responsibilities. In terms of project-specific responsibilities, the ROM will support a portfolio of projects based in East Africa, working closely with the project teams, including the Project Directors (PD), Team Leaders (TL), Research Managers (RM) and Project Coordinators (PC), to provide overall operation, risk and financial support to Wasafiri projects and ensure donor compliance with operational, risk and financial processes. In terms of corporate-level responsibilities, the ROM will lead the East African office’s health, safety and security (HS&S) policies and procedures and ensure that our operations are compliant with the major donors and clients funding Wasafiri work. More detail on the ROM’s responsibilities are outlined below:

Project management and delivery (approx 60%)

The value we add is directly dependent upon how well we design, manage and deliver projects for our clients. Every Wasafiri project is led by a Team Leader (TL), overseen by a Project Director (PD) and supported by a Project Coordinator (PC). It is anticipated that the ROM will work closely with the TL and PC to offer high-level operations support to the delivery of our projects. Key responsibilities in these roles are likely to include:

1. **Operational functioning of projects and office:**
   * Track movement of field teams across all projects and working closely with the Research Manager (RM) and PC, ensure proper human resources are available for planned activities.
   * Work closely with RM to check in with field teams and ensure their continued safety and security while in the field.
   * Develop relationships with preferred vendors and establish contracts with them.
   * Lead contractual relationship with any subcontractors, vendors or service providers brought onto projects (technical relationship will be held by TL/PD).
2. **Risk management and mitigation:**
   * Complete project-specific risk tools and ensure project team is taking appropriate mitigation measures throughout life cycle of the projects.
   * Review risk assessments with the project teams on a monthly basis and own the risk planning and mitigation across the projects.
   * Develop project level contingency plans, red lines and review near misses and incidents.
3. **People and performance management:** 
   * Lead recruitment efforts for staff and/or consultants needed by the project, through the collaborative development of Terms of Reference, publishing of open recruitment efforts, coordinating interviews and negotiating contract terms.
4. **Robust project and financial management:** 
   * Review and approve cash advances and project expenditures to ensure donor compliance and regulations.
   * Work closely with the PC to develop project financial forecasts, to be reviewed by TL and Finance Manager

Corporate Engagement (Approx 40%)

1. **Compliance:**
   * Ensure Wasafiri’s operational policy and procedures are in line with donor compliance regulations (US, UK, EU, Dutch, etc.).
   * Establish Wasafiri’s remote presence in Tanzania and Uganda – ensure compliance with tax laws and proper registration of the company.
2. **Office Management:**
   * Work closely with PC team to ensure proper functioning of the office in Nairobi (including oversight of work permit issues, legal issues and security issues).
3. **Security Management:** 
   * Lead the relationship with regional security providers and deepen Wasafiri’s security networks at national and sub-national levels across East Africa
4. **Support Operational Strengthening:**
   * Work closely with the Global Operations Manager to roll out corporate changes and adaptations to operational guidelines and policies across operations in Africa.

The role reports to Wasafiri’s Global Operations Manager, based in the UK.

Who We Are Looking For

Essential

We are looking for the candidate to demonstrate a proven track record with the following essential professional skills and experience:

**Excellent project management and operational experience**: Candidate must have at least **7 years of experience** managing complex projects and initiatives, particularly in Africa, including related to security management and field movement management.

**Proven business and network record:** Demonstration of existing networks with security operators at national and sub-national levels in Kenya will be highly considered, as well as a broad understanding of the local contexts in which Wasafiri works.

**Proven track record on operations**: Demonstration of experience in managing large scale movements in hostile and difficult environments.

**Excellent interpersonal and communication skills**: Strong written and oral communication skills in both English and Kiswahili is essential

**Strong knowledge of donor compliance**: Knowledge of donor (DFID and/or USAID at minimum) policies and regulations required. Interview will include questions related to donor compliance.

Desirable

The following are desirable skills and experience:

**Consulting experience**: Experience working within or with a commercial consultancy.

**Living and working in East Africa**: Ideally with the right to live and work in Kenya.

Style and approach

The successful candidate that will thrive with the role in Wasafiri will be able to describe the following style and approach with how they work:

**Excited to be in an entrepreneurial environment:** A willingness to be flexible in the role, do what it takes to get the job done; comfortable negotiating with senior clients, and willing to, when needed, get stuck in with basic tasks.

**Proactivity and autonomy:** Values collaboration, relationships and high-quality delivery. The role requires a proactive and collaborative style, and an ability to work independently.

**Focused on client needs**: Comfortable working directly with clients across all levels of seniority, curious to understand their issues and willing to challenge them to help create the best possible solutions; and capable of representing the organisations in different forums and with a wide variety of organisations.

**A curiosity about Wasafiri’s complexity-based practice**: A willingness to invest in, and be a champion of, Wasafiri’s approach to delivering change in complex systems including supporting thought leadership within Wasafiri and with consultants.

Further Information

Location

We plan for the role to be full-time and based in Nairobi. Some travel may be required. Wasafiri also has offices in Brighton, UK and Asheville, USA.

Compensation & Benefits

The position comes with an attractive compensation package based on skills and experience. This will be a permanent position, with 3-month trial period and then annual review process to ensure performance and remuneration is acceptable to both parties. Salary is negotiable based on experience, broadly in the range USD 40,000-50,000 p.a.

Recruitment Process

Submission: To apply for the post, please complete [**application form**](https://www.wasafirihub.com/wp-content/uploads/2020/03/Wasafiri-Regional-Operations-Manager-East-Africa-Application-Form-.docx) and submit a max 3-page CV.  We will only be accepting completed applications; CVs alone will be discarded. Submit applications and questions to [opportunities@wasafirihub.com](mailto:opportunities@wasafirihub.com)

Closing date for applications: Midnight EAT **15th June 2020**. We will be reviewing applications as they arrive and will appoint once a suitable candidate is identified, early applications preferred. Late applications may be considered.



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The Dock, Wilbury Villas, Brighton, BN3 6AH, United Kingdom Europe

The Collider, 1 Haywood St., Asheville, NC 28801, USA North America

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