

## KE -Deputy Regional Representative - Operations

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Company: Church World Service

Location: Nairobi

Category: other-general

### About CWS

#### Job Description

**Position Title:** Deputy Regional Representative, Operations

**Reports To:** Regional Representative

**Division :** Programs

**Department:** Regional Office

**Job Location**Nairobi, Kenya

**Grade Level:**Grade 11, International/National

**Introduction :** Church World Service (CWS) is a not-for-profit, faith-based organization transforming communities around the globe through just and sustainable solutions to hunger, poverty, displacement and disaster. CWS does not discriminate on the basis of race, color, religion, sex, national origin, gender identity, genetic information, age, disability or veteran status in employment or in the provision of services.

#### Primary Purpose

The Deputy Regional Representative, Operations will oversee and monitor the transition of CWS Africa centralized operations functions currently held by the CWS Nairobi RSC Administration units to existing (South Africa, Tanzania), emerging (Uganda, Rwanda), and newly opening CWS Country Offices (Kenya, West Africa, DRC plus additional expansion as confirmed) in Africa. The position will be responsible for the administrative integration of CWS RSC and RDP portfolios.

This position will also represent both the Regional Representative and Country

Representatives, if needed in case of leave of

The position will provide oversight for the Regional IT, Finance, Administration and Security Units.

## **Responsibilities**

### **General Oversight:**

Responsible, in conjunction with Country Program leads, for oversight for all support services for CWS Country Office Operations, to include finance, administration, logistics, HR, procurement, property, IT and Security

To link with HQ in New York and help calibrate, develop capacity in balance between HQ, the Regional Office in Kenya, and multiple CWS Country Offices in Africa

Engage with the internal auditor for CWS Africa, as it relates, to ensuring all administrative functions across Africa are operating effectively, and with compliance.

Support the regional administration leaders to set, implement and monitor work plans across the administrative functions.

### **Administrative Function**

Challenge the existing administrative implementation frameworks to ensure they support the effective integration of all CWS administrative functions across all Country Offices.

Develop, assist with implementation and monitor work plans to build the capacity of the administrative function at Country Office, to enable these departments to function with increasing independence from the CWS Regional office.

Support and supervise the establishment of common management practices across the Country offices. This will include:

Developing Minimum Operating Standards (MOS), in collaboration with CWS HQ, across procurement, IT, property, finance and HR, across all Country Offices.

Ensuring the MOS, as developed, are consistent with CWS HQ MOS, as they are developed. Establishing benchmarks and dashboards to effectively manage adherence to the minimum operating standards. Develop a reporting system to provide visibility for the management team for each standard.

Responsible for reporting on the transfer of current centralized authority and capacity within the administrative function from regional HQ in Nairobi to the Country Offices. Reporting to be made to the Regional Representative for Africa and CWS HQ.

### **Compliance and Audit**

Is available to Country Offices and CWS programs (RSC Africa and others) to assist Country Offices to establish or improve compliance systems, policies, and structures within each operating environment.

Identifies and assesses, in collaboration with the Internal Auditor and Program leadership, areas of significant compliance risk within the Country Office operations, and, with management, designing and implementing corrective action plans.

### **Team Development and Capacity building**

Establish in partnership with Country Representatives, and to support through dotted line, matrix management approaches, administrative units or teams in each Country Office

Build a pipeline of managers and leaders familiar with CWS programming and administrative policies

Oversee the development of the administrative functions across each Country Office and the regionally to serve as integrated administration for both RSC and RDP programs.

### **Qualifications**

Experience:

Twelve (12) years experience, in an extensive administrative role, preferably in an INGO

Eight (8) years experience in a management role

Four (4) years experience in a senior management role, supervising managers with direct reports

Experience working with US Government funds, with responsibility for reporting in line with US Government funding rules and regulations

Experience working directly with US Government agency representatives and stakeholders.

Skills:

Excellent demonstrated project management skills

Excellent demonstrated change management skills

Excellent stakeholder management skills

Excellent planning and organizational skills

Education & Certifications:

Bachelor's Degree in Business Administration or a similar field is required (or 4 years of work experience in lieu of a bachelors degree)

Master's Degree is preferred

Abilities:

Work and make decisions independently and contribute to overall operations at management levels

Exercise good judgment and seek guidance as appropriate when confronted with unanticipated problems in the field;

Maintain a high performance standard with attention to detail, completing tasks within set timeframes;

Deal effectively and courteously with a large number of associates, outside agencies, refugees and members of the general public;

Manage large and diverse workload under pressure with competing priorities

Maintain the integrity of official records;

Analyse and solve complex problems and make sound decisions;

Work with minimal supervision

Maintain a high performance standard with attention to detail;

Work independently and contribute to overall operations of RSC Africa;

Actively participate in the implementation of the U.S. Refugee Admissions Program (USRAP).

Be flexible with changing of daily duties as needed

Important Requirements:

Strong English communication skills, both written and oral.

Ability to work in a multi-cultural environment required.

Commitment to diversity, equity, and inclusion and willingness to support as a CWS employee required.

### **Special Requirements**

COVID Vaccination is required for all successful candidates

The candidate should be of good health, willing and able to travel extensively in often difficult conditions, and have a high degree of flexibility. Must have proof of Yellow Fever vaccination before traveling for RSC Africa

This position is based in Nairobi, Kenya

This position requires use of laptops at all time, competence in Microsoft office packages is required.

This position may require travel in sub-Saharan Africa on short notice and under sometimes difficult conditions to meet demands of a dynamic operational program

**Background check which includes references and an educational and criminal check is required before the start of employment for International applicants.**

A valid passport and the ability to maintain a valid passport throughout the entire appointment is required, which includes having enough passport pages for travel.

International applicants must be legally eligible to work and obtain a work permit in (Kenya)

**Physical:** This position requires bending, squatting, crawling, climbing, kneeling, sitting, standing, walking, pushing/pulling, handling objects (manual dexterity), reaching above shoulder level, using fine finger movements and lifting/carrying heavy loads.

**Environmental:** Incumbents in this position will be exposed to excessive noise, marked changes in temperature and/or humidity, dust and infectious diseases, harsh weather

climates, long work hours, bumpy roads, extended travel, excessive sun exposure, and non-ventilated spaces.

The US Embassy rates Kenya as both HIGH in crime and HIGH in terrorism. Incumbents should fully understand the insecurities present within Kenya and the region.

Full time

All employees should be prepared to work from the CWS office within their location of hire. Remote work arrangements may vary depending on location and the governing rulings regarding the COVID-19 pandemic

**CWS recruitment is free of charge. Church World Service (CWS) does not charge fees of any kind during the recruitment process (Submission of application, interviews, assessments, trainings, etc.). Any solicitation of funds should be reported to CWS is an Equal Opportunity / Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, gender identity, genetic information, disability or protected veteran status. Auxiliary aids and services are available upon request to individuals with disabilities.**

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