

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE:	Director of Operations & Delivery
REPORTS TO:	Chief Executive
REPORTING TO POSTHOLDER:	Country Directors, Team Leader (DRC), Head of Business Development
LOCATION:	East Africa
DURATION & HOURS:	Full time - permanent

PURPOSE OF THE ROLE

Working as part of the senior leadership team, the Director of Operations & Delivery will be committed to leading the efficient, effective and continuous improvement of Africa's programme delivery.

You will strategically lead the Country Directors (and Team Leader for DRC) to deliver high quality, technically expert programmes that align with donor expectations, have effective contract management and ensure maximum impact for the communities we work with.

You will also provide strategic leadership that ensures the Business Development team designs high quality programmes that are shaped by our technical vision and MEL/Support learning, whilst building strong relationships with donors and partners to ensure that we are able to secure £20,000,000 - £30,000,000 of funding annually.

You will ensure timely programme implementation and spend (burn rate) through the effective use of key programme delivery tools. You will also be responsible for driving culture change to ensure that Farm Africa effectively cost recovers a significant proportion (15%) of project income to fund its global fixed cost structure.

Working in partnership with the Director of Quality you will ensure that Farm Africa's programme portfolio aligns with Farm Africa's technical vision and is delivered to the highest standard, through the adoption of technical services tools, as well as the consistent use MEL and programme support knowledge in programme implementation.

KEY TASKS AND RESPONSIBILITIES

Leadership

- ▼ Work with the country directors (and team leader for DRC) to ensure timely programme delivery and 100% "burn rate" against Farm Africa annual budget and against commitments made to donors
- ▼ Lead on the business development strategy and the overall objective of securing £20M - £30M of volume of programmes annually.

- ✎ Work with the Chief Executive and the Director of Quality to ensure that the programme portfolio aligns with Farm Africa's technical vision and that technical expertise is placed at the core of Farm Africa's working practices and culture
- ✎ Work with your Programme Delivery Team (Country Directors, Team Lead and Head of Business Development) to create a delivery and funding strategy for each country
- ✎ Build a culture that celebrates successes and learns from challenges so staff are have pride in Farm Africa's work and their own role within it
- ✎ Provide wider leadership across the organisation as part of the senior leadership team, contributing to the strategic development of Farm Africa
- ✎ Support Farm Africa's aim to retain valuable skills and expertise through providing learning and development and career progression opportunities for staff
- ✎ Contribute to making Farm Africa a great place to work, with a great organisational culture that will attract and retain world-class technical expertise
- ✎ As part of the director team, be responsible for identifying and managing organisation risk effectively and appropriately
- ✎ Report to the Programmes Advisory Committee (a sub-committee of Farm Africa's board), engaging with trustees and external advisors on the technical delivery of our work
- ✎ Working in partnership with the Director of Quality, capitalise on opportunities embed deepen technical understanding of Farm Africa's work with all staff through the effective communication of the impact effective/efficient implementation and technical expertise

Programme Delivery

- ✎ Overall accountability for effective and efficient donor programme delivery, contracting and compliance
- ✎ Responsible for strategically leading the Country Directors/Team Lead to deliver a high quality programme portfolio that aligns with Farm Africa's technical vision (through the adoption of start-up process, technical expertise, MEL and programme support learning), ensures timely and effective implementation of programmes, with on-target burn rates and proper contract management
- ✎ Working with the Country Directors/Team Lead, embed a culture of full cost recovery across the organisation, ensuring that all programmes budgets align to Farm Africa's business model; as well as ensuring that all staff are aware of the importance of proper cost recovery to fund our fixed cost structure
- ✎ Working in partnership with the Director of Quality, ensure that technical services, MEL and programme support tools (Knowledge Hub, The Barn, Approach, start-up process, project management tool, budget management report, project performance review and MLP) are embedded into all programme implementation
- ✎ Strategically lead the Country Directors/Team leads to ensure that Farm Africa's programmes deliver long term change and scalability, through working with governments, the private sector and others

- ▼ Ensure the delivery of programmes demonstrates exemplary value for money (as defined by the technical services team) in terms of economy, effectiveness and efficiency

Business Development

- ▼ Overall responsibility for the development and funding of innovative programmes, that are informed by MEL and support learning and align to Farm Africa’s technical vision
- ▼ Strategically lead the head of Business Development to identify and cultivate opportunities to maximise Farm Africa’s restricted programmatic income
- ▼ Strategically lead the Head of Business Development to deliver institutional donor funding application processes to achieve our £20,000,000 - £30,000,000 annual income target
- ▼ Oversee the coordination of Farm Africa’s approach to securing co-funding for projects

PERSON SPECIFICATION	
Essential	Desirable
Education, qualifications & other knowledge	
	Master’s degree or higher in relevant subject
Leading technical expertise in either social and economic development areas: agriculture or natural resource management	Leading technical expertise in gender focused social and economic development
A profound understanding of the socio-political, economic climate of east Africa as well as key institutions	
Experience	
Experience of making a clear and compelling contribution to the strategic direction of a complex organisation	
A proven track record of successfully securing and managing multi-million pound programmes	Experience of working for an international NGO, delivering large scale programmes
A proven track record of effectively managing challenging donor and partner relationships and effective contracting	
Experience of securing funds from a range of diverse income streams (grants, commercial contracts and research)	
	Experience of living and working at a high performing level in a challenging African context
Experience of working in innovative programming	Experience of working in innovative programming with the private sector, for example: markets for the poor approach, SME development or access to finance
Skills & abilities	
Extensive networks and demonstrable skill in collaborating and brokering partnerships between a range of stakeholders (government, NGO and private sector)	

Strong leadership and management skills, gained as a senior manager in a diverse and complex organisation	
Compelling communicator in writing and in person	
Strong conceptual and analytical skills	
Ability to lead and manage across a range of nationalities and cultures	Experience of leading and managing across a range of nationalities and cultures
Strong interpersonal skills	
Ability to work under pressure, strong personal resilience	
A talent for getting the best out of people, helping them grow and challenging poor performance	
Inspirational and inclusive leadership	
Commitment to continued professional development and ongoing learning	
Ability to directly or indirectly influence external stakeholders	
Strong emotional intelligence and self-awareness	

Our Values

Investing in smallholder farming is the number one way to combat poverty in rural Africa. Farm Africa is a leading NGO specialising in growing agriculture, protecting the environment and developing businesses in rural Africa.

EXPERT. Deep expertise and insightful evidence-based solutions are at the heart of everything Farm Africa does.

GROUNDLED. Positive change starts with Africa's people, so our experts work closely with local communities, engaging them in every level of decision-making.

IMPACTFUL. We take a long-term view so we can deliver lasting changes for farmers and their families.

BOLD. We model innovative new approaches and are not afraid to challenge strategies that are failing.

Contact details:

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