

Heifer International
Job Description
15.09.2021

Job Title:	Director of Program Operations
Position Number	TBD
New or Refill	Refill
Core position:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Salary Grade	TBD
Division/Dept:	Programs/Asia
Dept#/Subproject WO:	NP0/NP0000HINP20
Reports to:	Country Director
Supervisor POSNO:	222051
Supervisor RESNO/Name:	124018/ Shubh Mahato
Supervision	Employees <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Volunteers <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Location	Kathmandu, Nepal
Relocation Funds:	Non-Negotiable
Travel Required	Minimum 30% Annually

Heifer International is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, gender, gender identify, sexual orientation, age, status as a protected veteran, among other things, or status as a qualified individual with disability.

FUNCTION

The Director of Program Operation will provide overall leadership and management of core function for all signature programs and lead the design, planning, development, implementation, monitoring and evaluation of the country program's portfolio ensuring the quality of projects, implementation, donor reporting, and management is of the highest standards. Play active role in resource mobilization for growing Heifer Nepal's program to reflect a balanced and innovative project portfolio. The Director of Program Operation will serve as the project spokesperson both externally and within the organization.

ESSENTIAL CHARACTER TRAITS:

Highly motivated and inspirational leader, superb listener and communicator, relationship builder, problem solver, energetic and positive, team builder, strives for shared vision, impact-driven and innovative, organized, having strong business acumen, pro-active, respect for procedures and norms, curious, analytical, socially sensitive, values-oriented, conviction towards holistic sustainable development.

RESPONSIBILITIES

A. Program Management and Oversight (35 %)

- Provide strategic program leadership and excellent management of the approved projects, schedules, and budgets.
- Develop/update program manuals, guidelines, procedures as required and ensure its compliance to Heifer, donor and in country statutory requirements
- Support all project teams to develop annual budgets and work plans consistent with project documents and donor contracts
- Maintain excellent oversight of all project components and meet expectations for project successes.
- Provide oversight and ensure all the projects are in line with the signature programs goals
- Ensure all projects are on time and within project budget and scope.
- Review and effectively manage project risks at all phases of project implementation in a timely manner, to ensure fulfillment of project objectives.
- Effectively maintain strong communication with all the relevant stakeholders throughout project implementation
- Coordinate between the project, Country Program and HQ to ensure effective, efficient flow of information.
- Ensure accountability and compliance with donor requirements.

B. Quality assurance and System Strengthening (30%)

- Provide leadership to strengthen program data management system and ensure comprehensive and quality data is available for project management, donor reporting and new project development.
- Lead Monitoring, Evaluation, Learning and Systems (MELS) to promote a results-based project management and reporting approach that delivers high-impact, cost efficient programs and projects.
- Ensure that project managers and project coordinators execute approved workplans activities and operations in response to technical direction and recommend adjustments as appropriate, to achieve project objectives.
- Support teams in undertaking the necessary reviews and updating of the work plans and budgets to respond to emerging field implementation challenges and ensure quality output.
- Support Program Managers and the Country Program to plan and undertake corrective management actions arising out of monitoring data/reports.
- Ensure all donor reports and project progress reports are compliant with the highest quality standards, timelines, and formats.
- Ensure timely reporting and evaluation in line with Heifer's MELS requirements and in country statutory requirements.
- Lead in provision of critical services to the project in the areas of Planning, Monitoring and Evaluation and other thematic areas (social capital, women empowerment, climate smart agriculture, market development etc.)

C. New Business Development (30%)

- Actively engage in Resource Mobilization (RM) team to grow and develop partnerships, funding, and collaboration opportunities to achieve RM targets and expand country program portfolio.
- Ensure Heifer Nepal is positioned and actively represented internally and externally by interfacing, collaborating, and coordinating with other teams, funding entities, alliances, and counterparts
- Explore funding opportunities and contribute to the bid development process.
- Provide oversight to program data management, impact documentation and knowledge material production and dissemination to enhance Heifer's visibility among donors, partners, and stakeholders.
- Keep abreast of all aspects of the program to serve as a spokesperson both internally and externally among donors and stakeholders.

D. Other Assigned Functions (5%)

Minimum Requirements:

A Bachelor's Degree or equivalent in project planning and management, community development, sociology or a related field is required, plus 10 years of relevant experience including five (5) years in a senior management position in international organization.

Preferred Requirements:

Master's Degree or equivalent in project planning and management, community development, sociology or a related field is required, plus 7 years of relevant experience including five (5) years in a senior management position in international organization.

Most Critical Proficiencies:

- Knowledge of strategic planning, program and project development and implementation processes (including planning, monitoring and evaluation).
- Demonstrated creativity, ability to think systematically, willingness and ability to incorporate innovative solutions.
- Excellent interpersonal and communication skills with the ability to work cooperatively, tactfully and diplomatically with culturally diverse groups of people.
- Willingness and ability to assign and review the work of line managed staff and to use participatory management skills with junior and senior staff.
- Proven team leadership and supervisory skills with the ability to train and work cooperatively with a diverse staff.
- Regularly conduct stakeholder analysis to strengthen partnerships and leveraging of resources
- Knowledge of grant acquisition and management.
- Basic knowledge of finance controls and systems.
- Knowledge of word processing, spreadsheets, database and electronic mail software (Microsoft preferred).
- Strong English language skills, both oral and written.
- Proficiency in basic statistics sufficient to analyze data.

Essential Job Functions and Physical Demands:

- a) Demonstrate a high degree of honesty and integrity.
- b) Willingness to work flexibly outside normal working hours.
- c) Ability to foster and maintain a spirit of unity, teamwork and cooperation.
- d) Constant face-to-face, telephone and electronic communication with colleagues, potential donors, and the general public.
- e) Motivated to work responsibly with little supervision.
- f) Ability to meet and deal with others in a courteous and tactful manner.
- g) Ability to work with sensitive information and to maintain confidentiality at all times.
- h) Sensitivity in working with multiple cultures and beliefs, and to gender equity

HPI HEADQUARTERS' USE ONLY		
	Dr. Mahendra N. Lohani	
Signature of Sr. Vice President of Programs	Printed Name	Date