

**SAVE THE CHILDREN
INTERNATIONAL PROGRAMS
ROLE PROFILE**

TITLE: Director of Programme Operations	
TEAM/PROGRAMME:	LOCATION: La Paz
GRADE: I	CONTRACT LENGTH:
<p>CHILD SAFEGUARDING: Level 3: the role holder will have contact with children and/or young people <i>either</i> frequently (e.g., once a week or more) <i>or</i> intensively (e.g., four days in one month or more or overnight) because they work in country programs; or are visiting country programs; or because they are responsible for implementing the police checking/vetting process staff.</p>	
<p>ROLE PURPOSE: As a member of the Senior Management Team, the Director of Programme Operations shares in the overall responsibility for the direction and coordination of the Country Office. The Director of Program Operations in his/her capacity is responsible for implementation of all programming in country, including the management of all field offices, and emergency preparedness and response (including DRR).</p>	
<p>SCOPE OF ROLE:</p> <p>Reports to: Country Director with dotted line to LAC Regional Programme Operational Director.</p> <p>Dimensions: This is a challenging role in a complex environment requiring a dedicated, experienced and highly motivated individual who can operate in a high profile, rapidly transitioning environment as Bolivia Country Office is transitioning into the new CSP 2022-24. The post holder will need to work closely with other Save the Children Departments and with Programme Development and Quality (PDQ), Finance, Human Resources and Support Services to ensure quality program implementation and humanitarian response and contribute to achievement of advocacy goals at sub-national and national levels. The post holder will contribute to increasing country's funding portfolio through ensuring fully functional Awards area, and through close collaboration with the PDQ in identification of funding gaps and development of project proposals. The post holder will ensure close collaboration of Program Implementation Department with Advocacy and Campaigns and New Business Development areas in raising the profile and performance of Save the Children in Bolivia. One of key aspects of the post holder is ensuring capacity building, mentoring, and coaching of Area and Program/Project Managers.</p> <p>Staff directly reporting to this post: Programme/Project Managers, Awards Manager and the Supply Chain Coordinator.</p>	
<p>KEY AREAS OF ACCOUNTABILITY:</p> <p>As a member of the Senior Management Team (SMT), contribute to:</p> <ul style="list-style-type: none"> • Leadership of the Bolivia Country Office • Support the development of an organizational culture that reflects our dual mandate values, promotes accountability and high performance, encourages a team culture of learning, creativity, and innovation, and frees up our people to deliver outstanding results for children and excellent customer service for our members and donors • Help design and implement a coherent organizational structure that is consistent with agency practices and appropriate to program needs. • Representation of Save the Children Bolivia at a senior level, actively networking to promote SC perspectives and building relationships that help facilitate the success of our projects. • 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 <p>Oversight and Management of Program Operations</p> <ul style="list-style-type: none"> • Lead, in collaboration with PDQ area, Save the Children mandate on program integration across Bolivia's full-spectrum programming (humanitarian, development, Sponsorship programming, and 	

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Nnexus)

- In close coordination with the Director of Program Development and Quality, Director of Finance and NBD Manager, participate in program proposal process and ensure that all programs progress in accordance with awards agreements, are completed within time and on budget.
- Working with Director of Program Development and Quality, TE and NBD Manager, participate in conceptualizing and designing cost effective, innovative, and high-quality programs to serve most deprived and hard to reach children.
- Conduct and document regular field visits to inform ways to improve the quality and impact of our programming; ensure that project coordinators do the same.
- Responsible for overall coordination of program operations and delegated responsibility for field delivery of high-quality programming in line with the objectives of the country strategy.
- Ensure the implementation of T&D projects (included PMM PRIME, S2P and other operational improvement projects) in country programme.
- Serve as overall budget holder for most programming; manage and support budget holders for individual projects and awards.
- Accountable for program delivery in ways responsive to local government, local NGO partners, 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.
- In excellent collaboration with the Safeguarding Focal Point and MEAL Manager lead all operations to integrate child safeguarding, accountability to children, and monitoring and evaluation into their programming and to see that Save the Children team and partners have the technical and management capacity to do this.
- Responsible/Accountable for the preparation of timely and high-quality progress reports, project reports, and donor reports
- Leads on development and implementation of plans for Operational Platform Strengthening in close collaboration with Regional Office.
- Oversee all SCI field and/or project offices in country.

Awards Management

- Coordinate overall awards management process from both SCI and members. This including: ensuring that Awards area is fulfilling their function, from coordination of opening to closure of awards processes.
- Ensure SCI in Bolivia is compliant with award management cycle and donor requirements compliance.
- Ensuring assessment of partners and capacity building as part of award management and program implementation procedures.

Logistics, Inventory and Procurement

- Ensure that the CO supply chain capacity and systems meet the SCI Quality Framework standards and can satisfy the programming requirements.
- Ensure appropriate and adequate emergency supply chain procedures are detailed in the Bolivia Emergency Preparedness Plan to enable rapid scale up.
- Manage 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, prioritizing framework agreements.
- Ensure proper record keeping, maintenance and control of inventory.
- Ensure proper documentation and recording of fixed assets of the organisation.
- Manage the fixed assets.

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Staff Management, Mentorship, and Development – Program Operations

- Responsible for appropriate staffing within Program Operations, including sub office staff
- Responsible to make sure all staff understand and can perform their role in an emergency
- Manage Program Operations team; define expectations, provide leadership and technical support as needed, and evaluate direct reports regularly
- Responsible for the recruitment, training, and promotion of staff as appropriate and, working with the Director of Program Development and Quality, ensure availability of appropriate professional learning and development opportunities, technical and management, for all staff and partner teams
- 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:
 - Effective use of the Performance Management System including the establishment of clear, measurable objectives, ongoing feedback, periodic reviews, and fair and unbiased evaluations.
 - Coaching, mentoring and other developmental opportunities.
 - Recognition and rewards for outstanding performance.
 - Documentation of performance that is at standard and above and less than satisfactory, with appropriate performance improvements/ work plans

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 others to do the same
- Widely shares their personal vision for Save the Children, engages and motivates others
- Future orientated, thinks strategically

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

QUALIFICATIONS AND EXPERIENCE

- A minimum of 7 years of senior management experience in a corporate or an NGO environment, including significant field operations experience running both emergency and development programs
- Master's degree in development or other social sciences
- Robust experience of NGO program cycle management, and with experience of working within a complex and matrix organization structure
- A very good understanding of the sectoral programs and a working knowledge of the program priorities of the Country Office
- Substantial experience in logistics, including procurement, supply chain, fleet management & inventory.
- Relevant experience in budget management oversight and supervising field and/or project offices in remote areas.

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- Significant knowledge of international humanitarian systems, institutions, and donors, and of procedures, accountability frameworks and best practices in emergency management
- Substantial 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
- An in-depth understanding of national and international development issues and best practice in relation to children
- Previous experience of managing and developing a team and the ability to lead, motivate and develop others
- Excellent interpersonal, communication and presentation skills
- Fluency in written and spoken English and Spanish.
- 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

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