



Job Description

Job title:	Country Operations Manager
Reporting to:	Country Director, Somaliland
Responsible for:	SHINE Programmes (Mott MacDonald, UNICEF, CHANGE/PSI) and SAHAN Project
Base:	Health Poverty Action (HPA) Country Office, Hargeisa, Somaliland
Job purpose:	Provide overall technical and management leadership, guidance and oversight of the program operations, finance, logistics, grants and contract's portfolio to ensure compliance with donor/fund managers' as well as HPA's own standards and requirements.
Application deadline:	20 th January, 11.59pm

Please send your **application form** to: personnel@healthpovertyaction.org

Please note that due to a potentially high number of applications, only shortlisted candidates will be notified.

Background:

Health Poverty Action works for health and global justice in partnership with people who have been marginalized and pushed into poverty.

We work with communities to help them demand their right to health, and to challenge the power imbalances that deny them their health rights. Our distinct approach can be summarized as a combination of three areas:

- **We approach health as an issue of social justice**
Health is a Human Right that many are currently denied. The greatest causes of poor health worldwide are political, social and economic injustices. This is a global scandal which causes unnecessary suffering on a massive scale.

We tackle these complex root causes of social injustice in two ways. Firstly, we work in partnership with communities to help them take back the power to improve their own health. Secondly, we campaign on a national and international level to change policy, and destroy unjust power relations.
- **We prioritise those missed out by others**
We believe in health for all, without exclusion. Development organisations tend to cluster together, which leaves large populations with almost no support at all. People may be living in hard to reach

areas, or are difficult to support for some other reason. We make these most neglected populations our highest priority.

- **We address the full range of factors which impact on health**

Health is a combination of physical, mental and social wellbeing. As well as strengthening health services we work on areas such as nutrition, water, sanitation, gender discrimination, and income generation. Tackling one cause of poor health in isolation can give the appearance of improving health in the short term, but tackling numerous factors together saves lives.

We are acutely aware of how our own power dynamics as an organisation impact on the people we work with, and we work in partnership with communities to create long term relationships built on trust.

In 2017 we formed a strategic partnership with Find Your Feet. The partnership ensures Find Your Feet's livelihoods work will continue through Health Poverty Action.

We are also proud to be one of the small number of organisation recognised as being structurally part of the global People's Health Movement. This quote from the founding document of this movement, the People's Health Charter, sums up the essence of Health Poverty Action's values and identity:

"Health is a social, economic and political issues and above all a fundamental human right. Inequality, poverty, exploitation, violence and injustice are at the root of ill-health and the deaths of poor and marginalized people. Health for all means that powerful vested interests have to be challenged, and that political and economic priorities have to be drastically changed. This Charter encourages people to develop their own solutions, and to hold accountable local authorities, national governments, international organizations and corporations."

JOB DESCRIPTION

Context of the role

HPA been working in Somaliland since 1994 and has broadcast a radio programme from Hargeisa since 1999 using various international and local radio stations. HPA has, over the years, successfully implemented a number of projects supported by the European Commission (EC), UK Department for International Development (DFID/UKAID), UNICEF, WFP, UNFPA, Global Fund and other trusts and foundation. Currently, this includes partnerships/consortia with Population Services International (PSI) for the DFID funded CHANGE Programme; Mott MacDonald for the DFID funded SHINE programme; UNICEF for the DFID funded SHINE Programme and WFP supported nutrition programme in partnership with a number of local NGO partners.

Health Poverty Action (HPA) is seeking a Country Operations Manager to Provide overall technical and management leadership, guidance and oversight of the program operations, finance, grants and contract's portfolio to ensure HPA Somaliland is compliant with donor/fund managers' finance, budget, procurement, grants and contract compliance standards for DFID funded Somali Health and Nutrition Programme (SHINE). It is a five-year (2016–21) programme that aims to tackle high levels of preventable maternal and child deaths among Somali women and children. This project is supported by three fund management offices (PSI, Mott MacDonald and UNICEF) and implemented by Health Poverty Action in nine districts of Somaliland.

Country Operations Manager

The Country Operations Manager is primarily responsible for overall coordination of programmes' operations including support to the implementation, monitoring and reporting of programmes activities, and ensuring accountability and learning in order to ensure quality, efficiency, effectiveness and impact of country programs. The incumbent will be responsible for providing oversight on the day-to-day operations of the SHINE and

SAHAN programmes supported by the UK, Department for International Development (DFID) through PSI, Mott MacDonald, UNICEF) as well as provide oversight in managing the programmes' Human Resources including those of HPA, partners and MOHD. The post holder will also help to create organizational and program budgets in collaboration with the Country Director and Program Managers/Team Leaders. The post holder will also provide oversight on expenditure analysis, financial reporting, internal audit and facilitating external audit, procurement and assets management. Apart from the above, the post holder will be responsible for providing oversight to the preparation of commodities requirement, warehouse management, distribution and consumption reporting. The post holder will also be responsible for mentoring and coaching HR, finance and logistics staff and strengthening relevant systems across the SHINE programs. Documents lesson and best practices in relation to the MOHD facility staffing, commodities management and salary top up payment etc.

Reporting to the Country Director and serving as a member of the Senior Management Team, this position's primary responsibility is ensuring organizational effectiveness by providing leadership for the organizations financial, human resources, logistics and other operations functions.

Key responsibilities:

Management of Program Implementations

- Encourage collaborative behavior across country program teams in working towards the delivery of the annual plans and budgets, improving coordination, communication and maximizing the cooperation between field offices team
- Planning and supporting the management of resources and assets efficiently and effectively, ensuring that programme meets their commitments and are accountable to their beneficiaries and donors.
- Support the country and field offices to work in collaborative ways within the different functional areas in order to deliver programs on the ground in timely and cost-effective ways
- Working with management teams to build their operational capacity and strengthen the structure of the field offices that deliver programs
- Oversight and management of project expenditures, providing feedback and support to teams where necessary, encouraging the use of monitoring data to foster improvement in program quality

Human resources management and development

- Assist in recruitment and placement of required staff; review of organizational structure; delegation of tasks and accountabilities. Establish work schedules. Supervise staff. Monitor and evaluate performance together with the CD.
- Human Resources tools design to improve effectiveness and efficiency of HPA staffs. Support on-boarding and orientation of new staff for operational related activities.
- Ensure human resources system in place with good documentation of safeguarding, time sheet management, performance review and capacity development of HPA
- Help to build capacity of staff with regard to program delivery while strengthening the operations platform to ensure that countries and field offices are compliant with the Quality Framework.
- Work closely with HPA field office team and MOHD (DHO/DHO) to do a capacity assessment of service providers, ensure all MOHD staffs received top up payment regularly and MOHD field staffs work full time in their respective health facilities to provide quality health services to communities.

Strengthen warehouse and logistical management

- Support logistic officers/assistants in field offices to establish efficient and effective LMIS recording and reporting systems in all level of health facilities (hospital, HCs, PHUs) ensuring that equipment, drugs/supplies, furniture are up to date.
- Ensure the timely request of commodities (drugs/supplies, equipment), maintain receiving and warehousing of the commodities safely and timely distribution to the health facilities with perfect recording, reporting and documentation in place.
- Develop HPA national procurement guidelines and establish a transparent procurement system to ensure the 'Value for Money' while procuring or renting an office premises and warehouse, furniture and equipment, health facilities maintenance/renovation, vehicle use, rent and maintenance.

Financial management

- Support Country Offices in the development and analysis of annual plans and budget
- Quarterly review the work-plan and budget with field team, monitoring the financial reporting time-line of different fund managers, timely submit the financial report in HQ to maintain cash-flow for the programme.
- Ensure that field office teams undertake monthly sessions to monitor expenditure against budget (Variance Analysis) and that all programme progress in accordance with grant agreements and are completed within time and on budget with an emphasis on cost effectiveness, innovation and high-quality programming to serve hard-to-reach communities
- Ensure that country office expenses are fairly allocated to all fund managers' programme

Other duties and responsibilities

- Undertake cross-programmes comparisons of outputs and outcomes and draw lessons and understandings at organisational level that will be shared with the Fund Managers, the donor and the MOHD in programme reviews as crucial input for future planning.
- Maintain high level knowledge and information on country context in national health development & priorities, government, political, safety and security, and economic events and trends
- Compile the lessons learnt and best practices of in relation to MOHD facility staffing, health services management, salary top up payment, value for money, community participation etc.
- Identify operational or program quality issues and alert technical team as appropriate
- Comply with HPA's policies and practice with respect to safeguarding, code of conduct and other relevant policies and procedures.
- Other duties as assigned by line manager.

Person specifications:

- Extensive program and operations management experience in international development and humanitarian programs (minimum of 7 years of relevant)
- Direct experience of delivery of humanitarian and development programs, in a technical or operational role
- A bachelors and preferably a master's degree in a relevant field either in relation to development, disaster management, management
- Knowledge of international humanitarian and development systems, institutions and donors and of procedures, accountability frameworks and best practices

- Strong organizational, planning and budgetary skills
- In depth knowledge and experience of logistics systems and requirements in a multi field office, multi programme setting
- Highly developed interpersonal and communication skills including influencing, negotiation and coaching.
- Ability to juggle multiple priorities simultaneously and take initiative
- Substantial training and capacity building experience
- Cultural sensitivity
- Experience of supporting and developing programmatic staff with different backgrounds and expertise
- Fluent in English both verbal and written.