

## Helen Keller International

### Three Senior Regional Positions in Africa

- Africa Regional Director of Operations - Dakar, Senegal (deadline August 31, 2009)
- Deputy Regional Director for West Africa - Dakar, Senegal (deadline August 21, 2009)
- Deputy Regional Director for Central, Eastern and Southern Africa - Initial Location, Harare, Zimbabwe with relocation to be determined (deadline August 21, 2009)

Consult: <http://www.hki.org/about/careers.html>

### Africa Regional Director of Operations - Dakar, Senegal

**Reports to:** Vice President and Regional Director for Africa and indirectly to the Senior Vice President & Chief Operating Officer

**Supervises:** Directly supervises the Regional Administrative Officer, Regional Finance Manager, and Regional Information Systems Manager. Co-supervises the AFRO Deputy Regional Directors on all operational issues.

#### Scope of the Position:

Strong operational support is critical to successful program delivery. The systems and functions necessary for effective program delivery require excellent regional coordination facilitated by high quality operational units. The Africa Regional Director of Operations (ARDO) works collaboratively with country, regional and Headquarters staff to establish, maintain and measure best practice operational standards to ensure that programmatic support is in alignment with HKI's strategic plan and operational vision.

The ARDO reports directly to the Vice President and Regional Director for Africa and indirectly to the Senior Vice President & Chief Operating Officer to ensure the operational support necessary for programs of the highest quality. The ARDO works collaboratively with Africa region, country, and Headquarters management staff; supervises all regional operational units; supervises Africa Regional Office (AFRO) Deputy Regional Directors regarding country operational functions and issues; and serves as the Regional Officer-in-Charge in the absence of the Vice President and Regional Director. The ARDO's primary responsibility is to improve and maintain the planning, development, integration, management, and evaluation of country and regional operations.

#### Operational Mandate:

To accomplish this operational mandate, the ARDO will:

- Supervise AFRO operational teams and Deputy Regional Directors regarding operations, to ensure that regional and country office teams develop, promote and maintain integrated and cooperative operational units.
- Ensure that operational teams within the region develop, improve and place primary emphasis on the linkages between programs and operations in HKI program delivery.
- Assist the Senior Vice President and Chief Operating Officer in the roll-out of agency-wide policy changes, providing guidance and training as needed at the regional and country level.

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- Ensure that all AFRO initiatives are in alignment and contained in agency-wide management information systems initiatives and tools. This currently includes the Project Management Database and Guidelines, Shared Indicators Database, Work Planning Management, and Global Human Resources Management System (GHRM).
- Ensure that effective coordination and teamwork in strategy development, including technical and financial management, are in place in the Africa Region.
- Regularly analyze Africa Region human resources and infrastructure capacity and lead all efforts to develop strategies and initiatives to close identified gaps. This responsibility will include workforce, operational, and infrastructure analysis and planning at the regional and country office level, resulting in the development, execution and evaluation of an Annual Regional Operating Plan. This specifically requires the development and maintenance of a standard reporting package on operations planning and management and a core set of metrics to measure and assess operational efficiency and success in harmony with HKI's strategic and operational priorities.
- Review Annual Country Operating Plans to strengthen operational support and monitor progress to objectives.
- Authorize and oversee effective and efficient changes to regional and country office organization structure and staffing levels to ensure program delivery and anticipation of funding or programmatic changes.
- Ensure that the AFRO and country offices operate in a safe and clean manner. This includes ensuring that all necessary operations and staff-wide insurance policies are in place.
- Coordinate and liaise with regional and sub regional government agencies, including tax and labor authorities, as required to maintain good relations and ensure compliance with all legislative and regulatory requirements in AFRO as well as ensure that similar practices are in place in all country offices.
- Approve project opening, mid-term and closing reports to improve operations input to and support of programmatic implementation, performance evaluation and lessons learned.

Specific responsibilities related to programs, administration, accounting and finance, audit, human resources, information systems, logistics and procurement, security and safety, and transportation are detailed in the job description posted on the HKI career webpage at

[http://www.hki.org/about/job\\_postings/afro\\_dir\\_ops\\_desc.html](http://www.hki.org/about/job_postings/afro_dir_ops_desc.html).

## Requirements:

- 10 - 15 years experience in an operations management role, with several being in an international NGO environment;
- Minimum of 10-years experience working with USAID, European Union and CIDA programs and projects;
- Experience working with complex donor portfolios;
- Experience overseeing operational units in a multi-setting environment;
- Diverse background in operations, with strong understanding of finance, administration, human resources and information systems;
- Competence in the use of MS Office, especially Excel;
- Extensive experience in logistics and/or security management and procedures;
- Ability to work well under unstable security environments, and administrative and programmatic pressures. Must demonstrate flexibility to adapt to changing requirements;
- Strong ability to train, motivate and mobilize regional and national teams;
- Strong interpersonal, leadership and training skills, ability to work in multi-cultural environments;
- MBA or comparable degree;
- French language fluency adequate to analyze national labor laws, country agreements and audit reports and effectively represent HKI in high-level meetings;
- Excellent managerial skills and the ability to hire, train and manage large, multi-national teams;
- Demonstrated attention to financial anti-corruption efforts;
- Being a strong team player and adept at creating a strong team spirit;
- Ability to travel and work in difficult conditions and under pressure.

## How to Apply:

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Interested candidates should submit: (1) cover letter; (2) current curriculum vitae in English; (3) a short writing sample (2-3 pages) in English (and in French if available) to Lori Tiller ([ltiller@hki.org](mailto:ltiller@hki.org)) noting "AFRO Operations" in the subject heading, with a copy to Human Resources at [hkihr@hki.org](mailto:hkihr@hki.org). All correspondence should include physical and e-mail addresses as well as contact telephone number(s).

Internal applicants should submit by August 19, 2009. Initial closing is August 31, 2009, however, the position will remain posted until a suitable candidate is identified.

## Deputy Regional Director for West Africa - Dakar, Senegal

### Scope of the Position:

Since the creation of the Regional Office for Africa in 1997, HKI has expanded programs greatly, from an initial 4 country offices and approximately \$500,000 in annual budget to 13 country programs with an annual budget of approximately \$21 million (excluding Gifts-in-Kind). In order to improve support to country programs, HKI created positions of Deputy Regional Directors in 2006. These positions ensure overall supervision of country directors and report to the Vice President-Regional Director for Africa for programmatic issues and to the Africa Regional Director for Operations (ARDO) for operational issues. The **Deputy Regional Director for West Africa** is based in the Africa Regional Office, in Dakar, Senegal and supervises HKI country directors in: Burkina Faso, Côte d'Ivoire, Guinea, Mali, Niger, Senegal and Sierra Leone. This position will serve as Country Director for the Senegal program until funds are available to hire a full-time country director. The position will also supervise Regional Program Managers/Coordinators for specified programs. The **Deputy Regional Director for West Africa** will collaborate closely with the Deputy Regional Director for Central, Eastern and Southern Africa, currently based in Harare, Zimbabwe but who will relocate to a more central location and who supervises HKI country programs in Cameroon, DR Congo, Mozambique, Nigeria, Tanzania and Zimbabwe; maintains relationships in South Africa, and with sub-regional institutions in Eastern and Southern Africa. [Nigeria has been added to the Central, Eastern and Southern Africa portfolio to balance supervisory responsibilities.]

The West Africa region has an especially rich mixture of regional partnerships and initiatives including memoranda of understanding and joint programs with the West African Health Organization and the Commission of the *Union Economique et Monétaire Ouest Africaine* (UEMOA), the REACH Sahel Alliance, regional fortification initiatives for cooking oil and wheat flour and a regional program in integrated management of acute malnutrition. These regional initiatives expand beyond HKI presence countries to include Benin, Guinea-Bissau, Mauritania and Togo (for food fortification) and Gambia and Guinea-Bissau (for vitamin A supplementation).

### Key responsibilities of The Deputy Regional Director for West Africa include:

- **Strategic Planning and Vision:** Provide leadership and direction to the long term, medium, and short term planning processes in specified countries and for West Africa initiatives in accordance with the overall agency strategic plan and program strategy. Provide leadership and direction for West Africa regional partnerships and initiatives.
- **Facilitation and Control:** Serve as the gatekeeper and advocate for designated country programs with the rest of HKI, including regional office, headquarters and HKI-Europe. Ensure compliance with HKI and programmatic and operations performance and reporting requirements. Identify issues and ensure prompt corrective action. Facilitate access by country offices to required programmatic and operational support. Represent and advocate country program needs and perspectives within the Regional Management Team.
- **Management and Operations:** Accountable for overall management of the designated country offices. Within the mission, policies and guidelines of HKI, provide the leadership and oversight of all operations in designated countries. Through direct oversight of the Country Directors in specified countries, have direct accountability for planning, implementation and evaluation of these country operations, including programs, finance and budget, human resources, information systems and administration. Ensure compliance

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with HKI and donor standards, policies and procedures and processes. Is accountable to the Regional Director for program performance and to the Regional Director for Operations for operational performance. Ensure overall coordination of regional grants where appropriate. Participate in regional staff meetings (in person or via teleconference).

- **Program Quality Assurance:** Collaborate closely with the technical leadership of HKI to support programs in specified countries and ensure that the quality, impact, scale and cost-effectiveness of these programs meet HKI standards. Assure the accurate and timely reporting of program results including for multi-country projects, and the development and implementation of appropriate monitoring and evaluation tools.
- **Program Development:** In collaboration with Regional Director, SVP Programs and other senior technical staff, lead in the identification and pursuit of new program initiatives that are consistent with HKI mission and strategic plan. Work with Regional Director, other Program Directors, Country Directors and technical advisors to define partnership possibilities and to identify and prioritize the use of local regional, and/or centrally based technical resources to ensure the development of programs of the highest quality.
- **Marketing/Fundraising:** Collaborate with the President, SVP of Programs, VP Development and Communications, Regional Director, Regional technical team, Country Directors, and other Program Directors to develop and implement strategies to meet long term restricted and unrestricted funding needs. Identify and pursue funding opportunities with donors based in the region. Support the solicitation of major gifts and overall marketing initiatives by identifying and meeting with key donors during travel regionally and internationally. Will play a strong leadership role in drafting, reviewing and finalizing proposals for prospective institutional donors.
- **Representation:** Establish and maintain networks of regional institutions, country government officials, international and local donors, international and local NGOs, universities and other resource institutions and other colleagues that support HKI programs. Foundational relationships include the UNICEF West & Central Africa regional office, the World Food Program regional office, the West African Health Organization, the UEMOA Commission, USAID West Africa, USAID/OFDA regional team, the OCHA Food Security and Nutrition Working Group, the Sight Savers International regional office and the Micronutrient Initiative regional office. Work with Regional Director, other Deputy Regional Director, regional coordinators and advisors to ensure HKI representation at key regional meetings.
- **Internal Capacity Development:** Collaborate with Regional Director, Regional Director for Operations and appropriate headquarters and regional staff, to establish a staff training, orientation, and development plan for assigned countries within the context of available resources. Assist in the recruitment process for all expatriate and senior field positions in designated countries (and regional program coordinators/managers as assigned). Approve recruitment of senior program positions in assigned countries, proactively seeking out advice of members of the technical team as required.

### Supervisory Responsibilities:

Manage Country Directors in assigned countries, as described above (with potentially additional offices in the future). Manage regional program coordinators/managers as assigned (who provide oversight and coordination of multi-country projects and initiatives). Responsible for the overall direction, coordination, and evaluation of these units. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include managing process of interviewing, hiring, and training/orienting country directors; planning, assigning, and directing work; appraising performance; rewarding and disciplining supervisees; addressing complaints and resolving problems. Approve recruitment of senior program staff in assigned country offices, seeking out input from technical team as required.

### Qualifications:

- At least a Master's Degree in Public Health, Nutrition, or equivalent. At least ten years related experience, ideally including management of complex country programs.
- Demonstrated ability in managing complex international operations, including development and monitoring project and operational budgets.

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- Strong background and experience with fundraising, both with an ability to support country programs and regional staff in proposal development and to directly lead proposal development.
- Strong technical skills in one or more of HKI's program areas including a history of publications and presentation at international conferences. Passionate about ongoing learning in HKI's technical areas. Ability to forge strong working relationship with technical leadership internal and external to HKI.
- Ability to undertake extensive field travel (approximately 35-50%).
- Communication and language skills:
  - Strong interpersonal skills in dealing with external contacts, as well as internal colleagues.
  - Excellent oral and written English skills. Ability to read, analyze and interpret the most complex documents, and to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management and public groups.
- Proficiency in French, or demonstrated commitment to develop.
- Demonstrated knowledge of the application of information technologies to HKI program areas. Knowledge of various software to be able to prepare presentations and other work documents.

### How to Apply:

- Interested candidates should submit: (1) cover letter; (2) current curriculum vitae in English; (3) a short writing sample (2-3 pages) in English (and in French if available) to Zeina Sifri ([zsifri@hki.org](mailto:zsifri@hki.org)) noting "WEST AFRICA" in the subject heading, with a copy to Human Resources at [hkihr@hki.org](mailto:hkihr@hki.org). All correspondence should include physical and e-mail addresses as well as contact telephone number(s).
- **Internal applicants should submit by August 14, 2009. Initial closing is August 21, 2009 but position will remain posted until suitable candidate is identified.**

## Deputy Regional Director for Central, Eastern and Southern Africa - Initial Location, Harare, Zimbabwe with relocation to be determined

### Scope of the Position:

Since the creation of the Regional Office for Africa in 1997, HKI has expanded programs greatly, from an initial 4 country offices and approximately \$500,000 in annual budget to 13 country programs with an annual budget of approximately \$21 million (excluding Gifts-in-Kind). In order to improve support to country programs, HKI created positions of Deputy Regional Directors in 2006. These positions ensure overall supervision of country directors and report to the Vice President-Regional Director for Africa for programmatic issues and to the Africa Regional Director for Operations (ARDO) for operational issues. The **Deputy Regional Director for Central, Eastern and Southern Africa** supervises HKI country programs in: Cameroon, DR Congo, Mozambique, Nigeria, Tanzania and Zimbabwe. [Nigeria has been added to the Central, Eastern and Southern Africa portfolio to balance supervisory responsibilities. The Deputy Regional Director for West Africa is based in the Africa Regional Office, in Dakar, Senegal and supervises HKI country directors in: Burkina Faso, Côte d'Ivoire, Guinea, Mali, Niger, Senegal and Sierra Leone.]

The **Deputy Regional Director for Central, Eastern and Southern Africa** has been based in the HKI country office in Zimbabwe and serves as the Country Director for the Zimbabwe program. With departure of the current Deputy Regional Director in mid-September, we anticipate transitioning to a senior program manager or full-time country director in Harare (depending on availability of funding) and transferring the Deputy Regional Director position to a more strategic location, to be determined. Therefore initial duties will include managing this transition, including identifying options for relocation, appropriate host partners and negotiating appropriate agreements (with host partner and Government depending on new location).

In addition to country director supervision, it is anticipated that the **Deputy Regional Director** will forge strategic regional partnerships and initiatives, building on the relationships already established. This will be facilitated by the relocation to a city that is more of a hub of partners.

## Key responsibilities of the Deputy Regional Director for Central, Eastern and Southern Africa include:

- **Strategic Planning and Vision:** Provide leadership and direction to the long term, medium, and short term planning processes in specified countries and for Regional initiatives in accordance with the overall agency strategic plan and program strategy. Provides leadership and direction for regional partnerships and initiatives. Identifies and prioritizes countries for any future expansion in the Region to bring to the Regional Management Team with recommendations.
- **Facilitation and Control:** Serve as the gatekeeper and advocate for designated country programs with the rest of HKI, including regional office, headquarters and HKI-Europe. Ensure compliance with HKI and programmatic and operations performance and reporting requirements. Identify issues and ensure prompt corrective action. Facilitate access by country offices to required programmatic and operational support. Represent and advocate country program needs and perspectives within the Regional Management Team.
- **Management and Operations:** Accountable for overall management of the designated country offices. Within the mission, policies and guidelines of HKI, provide the leadership and oversight of all operations in designated countries. Through direct oversight of the Country Directors in specified countries, have direct accountability for planning, implementation and evaluation of these country operations, including programs, finance and budget, human resources, information systems and administration. Ensure compliance with HKI and donor standards, policies and procedures and processes. Is accountable to the Regional Director for program performance and to the Regional Director for Operations for operational performance. Ensure overall coordination of regional grants where appropriate. Participate in regional staff meetings (in person or via teleconference). Will lead transition in leadership in Zimbabwe and relocation of position to new location (to be determined). Will negotiate appropriate hosting arrangements with a partner organization and with Government (depending on new location). It is anticipated that a regional field accountant (reporting to Regional Finance Manager) will be co-located with the Deputy Regional Director. This recruitment will be managed on a day-to-day basis by the Deputy Regional Director with input from the Regional Director for Operations and the Regional Finance Manager.
- **Program Quality Assurance:** Collaborate closely with the technical leadership of HKI to support programs in specified countries and ensure that the quality, impact, scale and cost-effectiveness of these programs meet HKI standards. Assure the accurate and timely reporting of program results including for multi-country projects, and the development and implementation of appropriate monitoring and evaluation tools.
- **Program Development:** In collaboration with Regional Director, SVP Programs and other senior technical staff, lead in the identification and pursuit of new program initiatives that are consistent with HKI mission and strategic plan. Work with Regional Director, other Program Directors, Country Directors and technical advisors to define partnership possibilities and to identify and prioritize the use of local regional, and/or centrally based technical resources to ensure the development of programs of the highest quality.
- **Marketing/Fundraising:** Collaborate with the President, SVP of Programs, VP Development and Communications, Regional Director, Regional technical team, Country Directors, and other Program Directors to develop and implement strategies to meet long term restricted and unrestricted funding needs. Identify and pursue funding opportunities with donors based in the region. Support the solicitation of major gifts and overall marketing initiatives by identifying and meeting with key donors during travel regionally and internationally. Will play a strong leadership role in drafting, reviewing and finalizing proposals for prospective institutional donors.
- **Representation:** Establish and maintain networks of regional institutions, country government officials, international and local donors, international and local NGOs, universities and other resource institutions and other colleagues that support HKI programs. A major motivation for relocation of the position is to enhance regional partnerships. Priority will be given to building/strengthening partnerships with UNICEF Eastern & Southern Africa, USAID REDSO East and AMREF. Work with Regional Director, other Deputy Regional Director, regional coordinators and advisors to ensure HKI representation at key regional meetings.

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- **Internal Capacity Development:** Collaborate with Regional Director, Regional Director for Operations and appropriate headquarters and regional staff, to establish a staff training, orientation, and development plan for assigned countries within the context of available resources. Assist in the recruitment process for all expatriate and senior field positions in designated countries (and regional program coordinators/managers as assigned). Approve recruitment of senior program positions in assigned countries, proactively seeking out advice of members of the technical team as required.

### Supervisory Responsibilities:

Manage Country Directors in assigned countries, as described above (with potentially additional offices in the future). Manage regional program coordinators/managers as assigned (who provide oversight and coordination of multi-country projects and initiatives). Responsible for the overall direction, coordination, and evaluation of these units. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include managing process of interviewing, hiring, and training/orienting country directors; planning, assigning, and directing work; appraising performance; rewarding and disciplining supervisees; addressing complaints and resolving problems. Approve recruitment of senior program staff in assigned country offices, seeking out input from technical team as required.

### Qualifications:

- At least a Master's Degree in Public Health, Nutrition, or equivalent. At least ten years related experience, ideally including management of complex country programs.
- Demonstrated ability in managing complex international operations, including development and monitoring project and operational budgets.
- Strong background and experience with fundraising, both with an ability to support country programs and regional staff in proposal development and to directly lead proposal development.
- Strong technical skills in one or more of HKI's program areas including a history of publications and presentation at international conferences. Passionate about ongoing learning in HKI's technical areas. Ability to forge strong working relationship with technical leadership internal and external to HKI.
- Ability to undertake extensive field travel (approximately 35-50%).
- Communication and language skills:
  - Strong interpersonal skills in dealing with external contacts, as well as internal colleagues.
  - Excellent oral and written English skills. Ability to read, analyze and interpret the most complex documents, and to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management and public groups.
- Proficiency in French and/or Portuguese is a major advantage.
- Demonstrated knowledge of the application of information technologies to HKI program areas. Knowledge of various software to be able to prepare presentations and other work documents.

### How to Apply:

- Interested candidates should submit: (1) cover letter; (2) current curriculum vitae in English; (3) a short writing sample (2-3 pages) in English (and in French if available) to Zeina Sifri ([zsifri@hki.org](mailto:zsifri@hki.org)) noting "ECSA" in the subject heading, with a copy to Human Resources at [hkihr@hki.org](mailto:hkihr@hki.org). All correspondence should include physical and e-mail addresses as well as contact telephone number(s).
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