



DIRECTOR OF BUSINESS SUPPORT

Reporting to:	Country Director
Internal Job Grade:	B2
Contract type:	Fixed Term contract (Two Years)
Location:	Juba, Republic of South Sudan
Staff reporting to this post:	Country Logistics Coordinator, HR Business Partner, IT Coordinator, , Head of Finance.
Total Workforce Approximately:	50
Annual Budget:	Up to 30 million GBP

OXFAM PURPOSE

To work with others to overcome poverty and suffering

TEAM PURPOSE

To ensure that Oxfam in South Sudan has the management, technical and logistical capacity to manage its humanitarian, resilience and sustainable development work.

JOB PURPOSE

To strengthen Oxfam's response to the South Sudan programming areas through administrative and technical support to humanitarian and development programme staff and partners across the country program.

Responsible for the development, design and management/monitoring of the operational support needed for proper programmes implementation (including humanitarian, campaigns and gender). This role is responsible for the following Business Support Units, namely: **Finance, HR, Logistics, Admin, IT**, apart from being a key member of the Senior Management Team (SMT), and able to give strategic inputs to the Country Director (CD) and making decisions towards the achievement of the Oxfam in South Sudan Country Strategy. Furthermore, the Director of Business Support (D-BS) will ensure the procedures in country are aligned with the South Sudan Law and Oxfam global policies and procedures, while proving leadership of the Business Support Team to guarantee the timely and quality support needed for the other units.

SOUTH SUDAN CONTEXT

Oxfam in South Sudan is part of the global family of Oxfam International, operating in the country since 1983. It has been implementing development and humanitarian programs in various parts of the country to address the immediate and strategic needs of people living in poverty.

The current country strategy envisages **“A South Sudan that is free from poverty and injustice, in which all South Sudanese live in peace and dignity, equally enjoying their rights and fulfilling their responsibilities as full citizens of a state that operates effectively according to principles of good governance”**. Oxfam currently implements programmes directly and through partners across 4 main field-bases and the Juba Country Office and has a present workforce of around 282 staff.

A One Oxfam approach and a new operating model has been introduced for Vision 2020 with one of the key components being the establishment of an Executing Affiliate (EA) to operationalize the Oxfam programme in South Sudan, under the oversight of the Oxfam International Country Director (OI CD). Oxfam Great Britain (OGB) has taken the EA role in South Sudan and as the legally registered entity in the country, it employs in-country staff, it is the asset holder, primary contract signatory with in-country donors and suppliers, manages finances and provides back-office support and IT systems, while representing the Oxfam Confederation in country. Complementing the work of the Executing Affiliate are Partner Affiliates that provide funding (restricted and unrestricted), thematic expertise and influencing capacity.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

EXTERNAL RELATIONSHIPS:

- Represents Oxfam corporately and manages and influences significant and high-profile external relationships in specific operational business support fora. Moreover, the post-holder represents Oxfam in coordination meetings and with external stakeholders—particularly government authorities such as the Relief and Rehabilitation Commission (RRC) and state authorities at field-level, when required—and Oxfam NNGOs partners
- Working closely with colleagues within the Country programme as well as with the EA-Node and the Oxfam in Africa (OIA) Platform, the post-holder will have strong cross-organizational relationships with various work groups including humanitarian and development team, advocacy & policy staff, technical units and business support units, besides being a member of the SMT
- As part of the country leadership and senior management team in the country, develop strong matrix links with other country programme teams, relevant Oxfam in Africa staff and relevant International Department staff in order to develop and deliver Oxfam in South Sudan Country Strategy
- Deputise for the Country Director as required in his/her absence or whenever necessary.

STRATEGIC VISION:

- Develops long-term vision and strategic planning to achieve significant impact from major operational business support units by providing leadership, through setting and leading the delivery of specified programme units and/or team objectives.
- Plans and manages human and financial resources and processes related to specific programme units and/or area of expertise. Management tasks and problems are diverse and complex and involve a significant degree of risk (financial, security, brand).
- Produces, assimilates, analyses and uses information from varied and diverse sources to provide in-depth analysis in the specific business support units or policy area.
- Decision-making is strategic and operational with a high degree of judgement based on specific problem-solving experience, drawing on a range of external and internal factors.
- Leads the alignment of Oxfam's operational business support units with Oxfam global policies and processes and ensures effective harmonisation, providing effective solutions to complex legal and context specific country issues.
- Assists the CD in the formulation, organisation and delivery of high-level business support processes, including legal, compliance and countrywide policy issues in line with Oxfam's country and global policy and the country legal framework.
- Provides necessary support for the formulation of fundraising plans and follow up for the business support units and ensures proper reporting and accountability internally and external to multilateral and bi-lateral funders as per guidelines.

PEOPLE MANAGEMENT

- Ensure a strong link and mainstreaming of activities between the assigned departments, maximising their performances and effective use of resources through coordination and strategic guidance.
- In close collaboration with the HR Team and heads of operational business support teams, identify staffing needs, support recruitment of staff and manage the performance and development of all direct reports, ensuring performance objectives are produced and worked to, including identification and effective delivery of training and development needs.
- Ensure all Oxfam staff and programmes are familiar with and abide by the Oxfam's Code of Conduct, Oxfam International standards and procedures and other regulatory codes and best practices for operational business support functions.
- Travel frequently to work with the field teams.

PROGRAMME SUPPORT

- Work closely with the Director of Programmes to ensure effective support services and integration of business support in programme implementation with focus on the One Programme Approach
- Develop and/or implement cost effectiveness frameworks (e.g. HR policies and procedures; systems and tools that promote internal and external accountability in Logistics) that will

promote maximisation of impact from limited programme resources while creating innovative approaches to operations management to achieve organisational effectiveness

- Propose organisational ways of working including working through partnerships with NNGOs.

SPECIFIC SUPPORT TO OPERATIONAL BUSINESS UNITS

Finance & Systems

- To provide direction to the Finance Manager on financial management, policies, and procedures, ensuring that the programme is informed of all developments in financial policies. Ensure the programme is complying with financial standards set by Oxfam and donors.
- Where necessary establish clear systems and procedures to ensure robust and donor compliant financial management with clear accountability
- To liaise with the funding team to ensure that all donor reporting requirements are met, including proposals, budgets and donor reporting liaising as required by donors.
- To provide direct support to the Finance manager and Programme leadership team across the country program on all matters of finance specifically budget preparation, monitoring, control and reporting with a view to ensuring good financial standards are met.
- Provide oversight on production of monthly financial management information for the country Management Team and ensures that the finance team provides necessary financial reports for field programme managers to monitor and review their project activities.
- Supervise the programme Admin/Finance/HR/Logistics teams in maintaining the programme inventory and fixed assets, ensuring that all Oxfam assets are properly safeguarded and tracked.
- To assume a strategic overview of financial management systems across the programme, taking note of changing external and internal environment in financial and economic conditions.
- To advise on the application of Oxfam Financial policy and procedures and to ensure that coherent finance systems are established for varying programme modalities.
- To design and influence adoption by the finance team of tools for management information and reporting purposes.
- Advise Finance team on quality output and development of mechanisms to ensure adequate checks and management level verifications.
- Advice, train and enforce compliance to mandatory procedures

Information Systems (IS)

- Provide support and guidance on organisation of IS resources to ensure an appropriate use and compliance to Oxfam policies, with regards particularly to GDPR, data protection and information management.
- Provide oversight management to ensure quality IS services to Oxfam in South Sudan operations country wide in a cost-efficient manner, with focus on laptop management.
- Provide leadership and support to IS related policy development, business cases, documentation, reporting and audit issues as necessary.

Human Resources

- Provide support and guidance on appropriate use and compliance with Oxfam GB HR policies, so to ensure minimum standards in recruitment, induction, performance

management, staff development, compensation and benefits, succession plans and staff health & safety for Oxfam in South Sudan country programme

- Provide leadership in human resource policy update and adaptation for Oxfam in South Sudan Country Programme to ensure that they are effective and meet programme needs.
- Provide detailed advice and problem resolution (including direct 1:1 manager case work support) on complex and sensitive policy interpretation and procedural issues to managers and employees and HR colleagues
- Develop and lead on the Country recruitment and resourcing strategy and influence senior management thinking and behaviours on this, ensuring that people management is central to this.
- Proactively support Senior Managers (and HR Officers in areas of responsibility) on recruitment and resourcing based on efficient networking, adapted to use of the latest corporate HR recruitment tools and techniques.
- Develop and maintain an in-country database with potential candidates for Oxfam in South Sudan, based on pro-active outreach amongst Oxfam staff registers globally and regionally as well as external and intra-agency networking and contacts.
- Supervise the administration process related to the recruitment and resourcing process to ensure it is compliant with agreed performance levels and legal requirements, across all the following range of HR processes, with focus on:
- Provide leadership and support to HR and admin related policy development, business cases, documentation, reporting and audit issues as necessary.

Administration & Legal and Regulatory Compliance

- Provide leadership and representation on legal and regulatory issues and ensure effective follow up of a wide range of internal (e.g. Tax Exemption Certificate) and external (e.g. Control Self-Assessment) compliance issues.
- Supervise the efficient management of office and accommodation space across the country programme.

Logistics

- Provide support and guidance on organisational logistics resources to ensure an appropriate and strategic use, management and compliance with Oxfam policies.
- Provide oversight management to ensure quality logistics services to Oxfam in South Sudan operations country wide in a timely and cost-efficient manner.
- Follow-up on logistics process and operations ensuring effectiveness and development as needed of systems in place and compliance with minimum standards and policies.
- Provide leadership and support to logistics related policy development, business cases, documentation, reporting and audit issues as necessary.

INTERNAL COORDINATION, CAPACITY BUILDING AND TECHNICAL SUPPORT

- Provide technical support to Oxfam in South Sudan team members within areas of specialisation as required, including delivering /organising in house training as appropriate.
- Facilitate gap analysis and work with SMT to develop and lead on the overall development, implementation, monitoring and evaluation of realistic and sustainable capacity building plans for the Administration, HR, Logistics and IT team at country and field levels.
- Motivate the business support team to work interactively with the programme team and to come up with innovative solutions and systems that allows the programme to serve its overall goal.
- Ensure the experience and expertise of different team members is used in the strategic development and implementation of Oxfam in South Sudan Country Operating Model (COM) using their respective experiences and skills effectively in further developing the operational support function for Oxfam in South Sudan Programme
- Ensure that the effectiveness, impact and direction of the operational business functions is regularly monitored, reviewed, evaluated and can be learned from, and report any findings regularly to the Country Director, Africa EA Node, OiA, donors and others as appropriate.

TECHNICAL SKILLS, EXPERIENCE & KNOWLEDGE

Essential

- Masters / Post-graduate academic qualification on either of Business Administration, Finance Human Resources, Logistics **or** related discipline with a strong finance background, preferably in relief/development work with management and supervisory responsibilities in program operations at senior management level; South Sudan or fragile context experience considered an advantage
- Relevant experience of 7 - 10 years for Masters or Post-graduate holders **or** 10 + years for Bachelor holders, preferably in an international NGO out of which at least 5 years should be supervisory/managerial experience
- Experience of leading the implementation of operational improvements and the persistence to achieve change in a challenging environment
- Good understanding of information systems and information technology with a sound knowledge of their development and capabilities
- Leadership qualities and people management expertise to provide direction and effective support to a multidisciplinary and multicultural team
- Strong commitment to Oxfam's purpose, a broad understanding of the work culture in the "development" sector and its impact on key areas of responsibility and a commitment to humanitarian principles and action
- Effective verbal and written communication skills in English, including high-level interpersonal and representational capabilities

- Ability to operate and think strategically, coupled with proven analytical skills and the use of these to problem solve and make firm decisions
- Understanding of gender and diversity considerations within key areas of responsibility and commitment to address inequalities in the workplace and the programme
- Committed to rights-based approach including an active commitment to putting women's rights at the heart of all we do as well as the rights of other marginalized people in all aspects of an organization

Behavioural competencies (based on Oxfam's Leadership Model)

Practice Category	Leadership Practice	Description
Self	Self-Awareness	We are able to develop a high degree of self-awareness around our own strengths and weaknesses and our impact on others. Our self-awareness enables us to moderate and self-regulate our behaviours to control and channel our impulses for good purposes. We self-moderate appropriately to different context thereby optimizing our ability to achieve goals.
	Humility	We put 'we' before 'me' and place an emphasis on the power of the collective, nurture the team and play to the strengths of each individual. We are not concerned with hierarchical power, and we engage with, trust and value the knowledge and expertise of others across all levels of the organisation. We work to achieve goals together not just individually.
Seeing the 'big picture'	Vision Setting	We have the ability to identify and lead visionary initiatives that are beneficial for our organisation and we set high-level direction through a visioning process that engages the organisation and diverse external stakeholders. Clarity in our communication of vision allows others to focus on delivery and their contribution to the wider changes we seek.
	Systems Thinking	We view problems as parts of an overall system and our contributions to change in relation to the whole system, rather than reacting to a specific part, outcome or event in isolation. We focus on cyclical rather than linear cause and effect. By consistently practicing systems thinking we are aware of and manage intended and unintended consequences of organisational decisions and actions.
	Strategic Thinking and Judgment	We use judgment, weighing risk against the imperative to act. We make decisions consistent with organisational strategies and values
	Agility, Complexity, and Ambiguity	We scan the environment, anticipate changes, are comfortable with lack of clarity and deal with a large number of elements interacting in diverse and unpredictable ways. We develop strategies to maximise adaptability and agility, encourage forward thinking, new ideas and learning from experience.
Relationship Skills	Listening	We are good active listeners who can see where deeper levels of thoughts and tacit assumptions differ. Our messages to others are clear and consider different preferences.
	Influencing	We have the ability to engage with diverse stakeholders in a way that leads to increased impact for the organisation We spot opportunities to influence effectively and where there are no opportunities we have the ability to create them in a respectful and impactful manner.

	Relationship Building	We understand the importance of building relationship, within and outside the organisation. We have the ability to engage with traditional and non-traditional stakeholders in ways that lead to increased impact for the organisation.
	Enabling	We all work to effectively empower and enable others to deliver the organisations goals through creating conditions of success. We passionately invest in others by developing their careers, not only their skills for the job. We give more freedom and demonstrate belief and trust, underpinned with appropriate support.
Ability to Deliver results	Mutual Accountability	We can explain our decisions and how we have taken them based on our organisational values. We are ready to be held to account for our actions and how we behave, as we are also holding others to account in a consistent manner.
	Decisiveness	We are comfortable to make transparent decisions and to adapt decision-making modes to the context and needs. We recognize that decisions may not always lead to the results we seek but enable us to continually learn and improve.