



JOB ADVERTISEMENT: Operations Manager

Organization: The Organization for Children Harmony (TOCH) in South Sudan.

About the Organization: The Organization for Children Harmony (TOCH) is a South Sudanese National child focus Non-Government Organization (NGO) established in 2008. The organization is legally registered with the Ministry of Justice and with the South Sudan Relief and Rehabilitation Commission (SSRRC) with different offices and a number of interventions running in different Counties of former Warrap state.

TOCH implements a diverse portfolio of programs and projects on both Emergency and Social Development issues that are focused on contributing towards child protection and women empowerment and general livelihoods in their communities. Our current interventions specifically target Vulnerable Children both girls and boys, women, and vulnerable households such as the poor, Internally Displaced Persons (IDPs), and Returnees in our operation areas by providing assistance and opportunities for empowerment and sustainable development through addressing the underlying causes of poverty all our programming is guided by our core values.

Job Title	Operations Manager
Reporting to	Executive Director
Location	Juba 70%, Field Offices 30%
Contract Length	(12)-Months with possible extension after Probation period of 3 months.
Closing Date	28th- August, 2023

ROLE PURPOSE:

The Operations Manager is responsible for coordinating, consolidating, and ensuring smooth implementation of program and operations' activities and adherence to logistic, human resource, administration and security procedures. The operations Coordinator represents TOCH to relevant stakeholders. Typically, the operations Manager reports to Executive Director).

SCOPE OF ROLE:

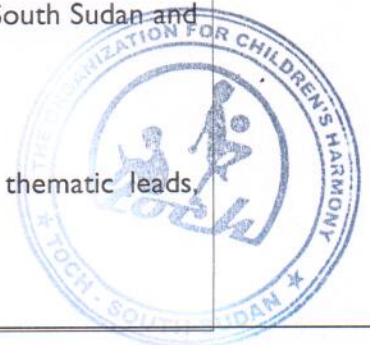
Reports to: Executive Director

Dimensions: The Operations Manager position has both an internal and external orientation, but works closely with Programs Manager, MEAL, Human Resource and Finance teams internally in facilitating the planning, implementation of TOCH South Sudan operational activities. Externally, the role will be expected to strategically position TOCH South Sudan as a leading provider of life changing interventions for children and their families in South Sudan and in areas where TOCH is operating.

Working contacts:

Internal: Program managers, Logistics, Finance and MEAL team members, thematic leads, consultants, visitors, and TOCH contractors or suppliers.

External: Donors, partners and Government counter parts.





KEY AREAS OF ACCOUNTABILITY:

1. COORDINATION

Depending on the context and TOCH needs, the Operations Manager develops and implements the field strategy on security, safety & health on operationalization of TOCH programs in any given field office. It works with other stakeholders (NGOS, UN, and Government & Communities) to ensure safe programming of TOCH interventions.

2. MANAGEMENT

The Operations Manager oversees opening, closing and/or regular running of one or more field offices including management of all or part of support staff, program support activities, administration, and security of the offices as well as coordination with program staff at field office level. The Operations Manager ensures that TOCH procedures and donor regulations applicable to projects implemented in the state/county with regards to program, logistics, security, HR, and administration are closely followed.

3. REPRESENTATION

The Operations Manager represents the organization both at the HQs and state or county level including general meetings with donors, humanitarian actors, local authorities, protocol meetings, security meetings, as well as sector program meetings when requested by TOCH management to do coordination. The Operations Manager represents and manages the visit of donors' representatives / HQ visitors / other stakeholders whenever requested.

4. LOGISTICS

The Operations Manager is typically in charge of overseeing the logistics at TOCH level ensuring the proper set up / rehabilitation / running of field office premises (office / guest house), the functioning of supply chain including procurement planning, purchasing of goods and services, their transport and storage, the organization, planning, and maintenance of the fleet and equipment, and the functioning of the means of communication appropriate for the respective state.

5. ADMINISTRATION

The Operations Manager is responsible for overseeing the management of finances and administration at the TOCH level. The Operations Manager ensures the proper management of finances on the field offices including planning, authorization of expenses, and reporting. The Operations Manager also ensures the management of Human Resources in accordance with the TOCH guidelines and the legal requirements in the Republic of South Sudan.

6. SECURITY

Operations Manager is responsible for security management and ensures the security of staff, premises, materials and assets. The Operations Manager monitors the political, economic, and

social environment in the area, assesses and analyses the risks, monitors and reports the security situation and develops security procedures relevant to the context on daily, weekly and monthly bases.

7. Assist with budgeting and planning (Finance)

Operations manager shall oversee financial management, planning, operational systems and controls, and the organization of fiscal documentation. In this role, he/s would manage capital, budgeting, financial reporting, cost-cutting, and other elements that impact an organization's cash flow. He/S supervise inventory team to conduct an analysis and ensure that the TOCH's inventory is used effectively to minimize inventory carrying costs that eat into TOCH's Budgets.

8. Recruit, train, and supervise staffs (HR Functions)

Operations manager shall be entrusted with significant human resource management responsibilities like recruiting, training, and disciplining employees. He/s shall also be asked to help with employee appraisals by communicating job expectations and monitoring and reviewing job contributions.

9. Help to ensure TOCH remains legally compliant

Operations manager shall directly responsible for establishing a safe, healthy, and inclusive work environment. He/S shall manage contracts and pricing and serve as the principal point of contact for utilities/procurements or supply chain processes at TOCH level. The Ops manager shall also be responsible for PIT remittance including renewals of TOCH legal documents or operational certificates including insurances among others. This means all legal compliance mandates and notices are directly sent to TOCH's operations manager, who is expected to ensure that the company abides by them.

10. Formulate strategic objectives for different departments

Other primary responsibilities of an operations manager include overseeing and improving the human resources (HR), IT, and finance departments' performance and efficiency. He/S accomplishes this by ensuring smooth workflows within each department and establishing easy and lucid communication channels between the departments and create a coordinated value stream across TOCH.

Internal Communication:

- Compile and develop TOCH South Sudan's operation reports and sit reps as required.

In case of emergency

- Promote children rights, contributing for children wellness and protection during emergencies, guided by the humanitarian principles and the TOCH code of conduct
- Be prepared to support TOCH interventions in response to emergencies and able to be allocated in any province in the country;
- Develop any activity requested by line managers

Child Safeguarding

- Behave towards children in a way which reflects the Code of Conduct and Safeguarding

Policy.

- Ensure that programs are designed through a child safeguarding lens to prevent any harm by program activities and/or abuse from staff/representatives (including volunteers).

ESSENTIAL SKILLS AND BEHAVIOURS (our Values in Practice)

- Excellent writing and communication skills
- Proven ability to communicate verbally with a wide range of actors and audiences.
- Fluent in English and spoken Arabic

Accountability:

- Holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling TOCH 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 TOCH, 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

Essential

- Strong understanding of approaches for communicating information to a wide range of audiences including media relations
- Advanced proficiency in graphic design and photography
- Ability to multi task, work under pressure and to meet tight deadlines, responsive to external requests and strong team player.
- Excellent communication skills with excellent command of the English and Arabic languages.
- Ability to review and edit reports and products (in English and Arabic) for dissemination and publications.
- Experience identifying target audiences and devising promotional and campaign strategies to engage, inform and motivate current and potential partners



- Willing and able to travel widely in country to support field teams

Desirable

- Commitment to and understanding of TOCH's aims, values and principles

Additional job responsibilities

The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience.

Equal Opportunities

The role holder is required to carry out the duties in accordance with the TOCH Equal Opportunities and Diversity policies and procedures

Child Safeguarding:

Behave towards children in a way which reflects the Code of Conduct and Safeguarding Policy

Health and Safety

The role holder is required to carry out the duties in accordance with TOCH Health and Safety policies and procedures

FURTHER INFORMATION & HOW TO APPLY

Interested candidates should submit applications containing updated CV, Motivation Letter, Reference contacts, and ONLY Copies of Nationality ID, Academic documents & relevant certificates. To recruitment@toch-ss.org or hand deliver at the Reception at TOCH office at Kuajok, Warrap and Tonj field Offices as well as Juba Head office by close of business on 28th- August- 2023.

The position must be clearly indicated in your subject line or on envelope.

Please note that:

- This position is open to South Sudanese nationals only.
- Female Candidates are encouraged to apply!
- Only candidates who meet the selection criteria will be contacted.

Disclaimer:

Toch South Sudan does not charge any kind of fee at whichever stage of the recruitment process and does not act through recruitment agents