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Approved by Senior Inspector  
M10LRSLTJ  
25/10/2022



*Our Vision for every Child, Life in all its Fullness; Our Prayer for every heart, the will to make it so*

**Building Brighter Futures for Vulnerable Children**

### **JOB OPPORTUNITY AT WORLD VISION INTERNATIONAL – SOUTH SUDAN**

World Vision is a Christian Relief, Development and Advocacy Organization dedicated to working with Children, Families and Communities to overcome poverty and injustice. World Vision serves all people, regardless of religion, race, ethnicity or gender. All employment in World Vision is condition upon successful completion of all applicable background checks, including criminal record checks where possible.

World Vision International - South Sudan is now seeking for a qualified and dynamic Individuals (**Man or Woman**) who are willing to share in our vision and promise to Children, to join us in the role below:

**Job title:** Support Services Director  
**Reporting to:** Country Programme Director  
**Location:** Juba  
**Availability:** As soon as possible

#### **Purpose of the position:**

The Support Services Director (SSD) director will provide overall leadership to the support functions including administration, supply chain, and Information Technology functions in World Vision South Sudan by fostering an enabling environment to support World Vision's strategic priorities and imperatives.

He/ she will develop policies, systems, procedures and internal controls that promote effective service delivery, integration and effective implementation of organizational strategy in pursuit of Child Well-Being.

He/ she will also collaborate and promote coordination with key stakeholders and ensure effective government relations and services.

#### **ROLES AND RESPONSIBILITIES:**

##### **Strategy development and execution**

- Identify the organizational requirements and gaps on the support services and prepare Support Service Strategy and annual operating plan in alignment with the Country Strategy.
- Ensure Support Service business processes are aligned with National Office strategic priorities. Lead the Support Service managers on the strategy implementation plan.
- Ensure and agree on annual departmental Objectives and KPIs with line managers and oversee its execution.
- Drive operational performance and consider efficiency vs. effectiveness in the form of dashboards, convenient for the review of high-level key indicators.
- Ensure Support Service function performance level meets annual targets.

##### **Leadership and Coaching**

- Provide leadership to Supply Chain, Logistics and Administration and IT functions in the management and delivery of support services and Our Promise strategy is embedded in the Departments' annual objective and day to day work.
- Effectively line manage and coach the Managers, ensuring a shared vision, teamwork, effective communication, and active engagement in decision making and management approaches.
- Manage the performance of direct reports through performance reviews, frequent coaching conversations, and other methods as appropriate for continuous performance improvement.



- Provide guidance and direction to the team as required, and establish team cohesion and growth, including the organization of capacity building opportunities.
- Ensure that all Support Services Managers understand their function policies, processes, systems and procedures.
- Plan and coordinate departmental meetings to review status of tasks and update Senior Leadership Team (SLT) on the progress of the departments' functions.
- Actively communicate the issues & decisions raised by Support Services departments with the SLT and the decisions and priorities of SLT with the support services departments.

#### **Policy, procedures and business process improvements**

- Ensure strict compliance partnership policies relating to Supply Chain, Logistics and IT.
- Ensure field level procurement processes are functioning efficiently and transparently and in compliance with WVI procurement guidelines
- Work closely with other departments and Operations to ensure effective management and improvements of support services.
- Proactively engage with suppliers, Government authorities, other INGOs, clusters and stakeholders to ensure good coordination and adequate information sharing, address common concerns/problems and seek solutions.
- Lead business process improvements in Supply chain, Logistics & Administration and IT improve efficiencies by eliminating non-value add tasks, embedding the continuous improvement culture, meeting customer needs.
- Lead in the development, implementation, and review of policies, standards and procedures for Procurement, Logistics and Administration and IT to ensure they are aligned to WVI expected standards, policies and procedures.
- Ensure that adequate cost efficiency and effectiveness measures are in place and are being followed.
- Ensure zonal offices have adequate asset management and fleet to facilitate project implementation.

#### **Control and Compliance**

- Ensure Supply Chain, IT, Logistics and Administration related risks are identified and captured in the Enterprise Risk Management system
- Ensure Risk controls are in place and treatment actions are completed for mitigating / eliminating risks.
- Ensure anti-corruption and fraud mitigation strategies including the internal control framework are in place and implemented.
- Ensure, WV follows all external and internal regulatory authorities (government entities, regulatory bodies)

#### **Government Relations**

- Develop and maintain strong working relationships with Government. Lead work on the host country agreement or letter of understanding, MoU.
- Ensures WVISS has updated registration and other certificates to operate. Liaise with government offices to set appointment for WV VIP visits.
- Maintains updated contacts of key government officials for easy coordination.
- Ensure WVSS has updated tax clearance certificates.
- Ensure international assignees have the requisite permits to work in SS.
- Liaise with Government officials on behalf of the organization and follow up on action points.

#### **Real Estate and Asset Management**

- Ensure effective management of the office real estate portfolio and the assets. Ensure proper records are maintained to clearly document WV's ownership or title lands or buildings.
- Ensure annual verification of assets. Develop and recommend cost efficiency measures relating to assets utilization
- Ensure World Vision South Sudan's assets are well secured, monitored and managed in accordance with WVI policies and procedures Optimization of use of assets and determine equipment and assets needs for projects.
- Coordinate with Assets disposal committee to dispose-off obsolete/unusable assets timely in accordance with donor and WVI assets disposal policies.
- Ensure that staff housing is safe and fulfils required guidelines, transport is safe and reliable, and that safeguarding / community accountability mechanisms are in place and in use.
- Lead the timely implementation of security recommendations.

#### **Administration Services**



- Ensure lease agreements, service contracts and other legal documents relating lease, rental of assets and services are in order.
- Well-functioning system in place for monitoring and renewal or termination of contracts.
- Monitor service contracts and lead the process of contract renewal, and processing of invoices and payments as required.
- Monitor payment of office and team house rent, electricity, water, garbage collection and for timely payments in accordance with agreement.
- Manage the service agreement for airport taxi transfer, hotels, air travel management agents, Custom clearing & freight forwarding contract, Insurance, MAF and UNHAS accounts.
- Coordinate with WV legal retainer on contracts and other Support Services related legal issues. Oversee administrative arrangements for staff and visitors' travel
- Ensure good image of WVSS through the quality of reception and cleanliness of office premises

**Qualifications/Education/Knowledge/Technical Skills and Experience.**

The following may be acquired through a combination of formal or self-education, prior experience or on-the-job training:

- **Minimum Qualification required: Master's Degree in Management, Procurement, Social Science or Business Administration, or equivalent qualification.**
- At least 5 years' experience in a relief or development environment, with at least 3 years' in a leadership role with direct reporting lines.
- Leadership experience in Government relations, procurement, contracts management and administration, logistics, Information Technology operations functions.
- Strong influencing, negotiating and collaborating skills.
- Excellent written and verbal communication skills in English, including business case preparation and report-writing skills.
- Self-directed individual able to work well in a team and build a team.
- People management skills. Strong interpersonal and networking skills to work cross organizationally and with different cultures.
- Excellent verbal and written English abilities
- Strong abilities to network with colleagues and external stakeholders
- Experience working with United Nations agencies
- Experience working in a cross-cultural environment.
- Willingness to work and travel to hardship locations.
- Strong knowledge and understanding of the humanitarian industry (relief, development, and advocacy), including how INGOs operate in the global and local contexts.
- Good networking skills.
- Experience in working on resilience and/or development programming in fragile contexts preferred.
- Experience leading proposal development processes
- Prior training in resource acquisition and proposal development

**HOW TO APPLY**

Interested candidates (**South Sudanese Nationals**) who meet the above criteria should submit their application, cover letter and an updated CV with at least three referees with their telephone and email contacts. Address your application to **The Human Resource Manager, World Vision South Sudan**

**Indicate the position you're applying for in the subject line.**

Applications should be submitted to this email [recruitsdno@wvi.org](mailto:recruitsdno@wvi.org) or Hand deliver to any of World Vision offices.

**Closing date for receiving applications is: November 16<sup>th</sup>, 2022 at 5:00pm (local time)**

Please note that only shortlisted candidates shall be contacted and documents once submitted will not be returned to the candidates.



World Vision has zero tolerance towards sexual exploitation and abuse (SEA), sexual harassment and other types of abusive conduct (i.e., discrimination, abuse of authority and harassment). All members of World Vision workforce have a role to play in promoting a safe and respectful workplace and should report to World Vision any actual or suspected cases of SEA, sexual harassment and other types of abusive conduct. To ensure that individuals with a substantiated history of SEA, sexual harassment or other types of abusive conduct are not hired by the Organization, World Vision will conduct a thorough background verification of the final candidate.

