



CAREER OPPORTUNITY – OPERATIONS MANAGER

The Organisation

Handicap International Federation (operating under the name Humanity & Inclusion- HI) is an independent and impartial aid and development organisation working in situations of poverty and exclusion, conflict and disaster. We work alongside disabled and vulnerable people to help meet their essential needs, improve their living conditions and promote respect for their dignity and fundamental rights.

HI Rwanda started its operation in 1994. We currently present in all 30 districts conducting our activities through 7 different projects. We work in Inclusive Education, Nurturing Care, Physical Rehabilitation, Mental health & psychosocial support, Specific needs and Inclusive governance. We work in partnership with Disabled Peoples Organisations (DPOs), communities, local leaders, non-governmental organisations, the United Nations and the Rwanda government.

Job summary

Position: Operations Manager

Report to: Country Manager – Rwanda

Team Management: ~7 (Project managers)

Internal linkage: Technical Unit, Support services department and Project teams

External linkage: Consortium partners, Donor, Government Bodies, Authorities

Location: Rwanda – Kigali. This position calls for regular visits to the field

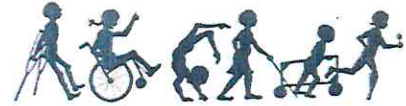
General Mission

Under the responsibility of the Rwanda Country Manager, the Operations Manager contributes to the implementation of the mandate and 10-year strategy of Humanity & Inclusion. S/he ensures optimal quality and the impact of the projects implemented in the country by means of a delegation system with appropriate oversight mechanisms. With all the other HI managers, s/he shares responsibility for the sound management and effective functioning of the global organization through paradigm changes. The Operations Manager manages a team of project managers in the country.

Main Responsibilities

The Operations Manager is under the responsibility of the Country Manager (CM) and ensures the direct management of the project managers. S/he works in close collaboration with the Technical Unit, the MEAL department and the Support Services departments.

S/he does not ensure the direct implementation of project activities, but s/he is responsible for the proper execution of the operational and financial planning of projects by the project managers, HI teams and project partners in accordance with our HI policies and framework (in particular HI Project Planning, Monitoring and Evaluation Policy and its Quality framework) and the respect of contractual obligations towards donors. S/he contributes to monitor and analyze context developments in order to identify operational risks and opportunities and propose action to the Country Manager.



Missions

Mission 1: Management

- 1.1. Manager as a role model: embody HI's values on a daily basis, and be a role model
- 1.2. Manager as a coach for meaning: understand the strategy, make it explicit, translate it into operational objectives for his or her team, lead the necessary changes. Give meaning to each management action. Encourage inter and intra departmental exchanges of practice. Encourage innovation and risk-taking.
- 1.3. Operational manager: organise the operational management of his or her team, structure the work around identified processes, steer performance and facilitate the resolution of problems.
- 1.4. First HR & Coach: contribute to the development of his or her staff, creating the conditions for their commitment, professionalism and attachment to HI. Ensure compliance with the code of conduct and institutional policies, the mindset and expected individual and collective behaviour

Mission 2: Strategy and steering

Responsibility 1. Contribute to the development of the programme operational strategy, and to its implementation and annual monitoring

Responsibility 2. Implement the project part of the Program's Operational Strategy

Responsibility 3. Contribute to organizational transformation, particularly through changes to managerial practices, continuous improvement, and contribute to the improvement of working processes

Mission 3: Standards expertise and influence

Ensure deployment and compliance with HI global frameworks, institutional policies and standards.

These include: the mandatory reference frameworks (such as HI Mission & Values or HI Theory of Change: Access to services), all HI's institutional policies (Security / Code of Conduct and Safeguarding / Anti-fraud, bribery and corruption / PME and Project Quality Framework / Age-Gender-Disability), all institutional directives and processes; delegation thresholds; security levels.

Mission 4: Operational implementation

Responsibility 1. Ensure the sound management and monitoring of projects under his/her responsibility

Responsibility 2. Keeping both potential opportunities and risks in mind, contribute to the monitoring and analysis done by the line manager, and propose mitigation measures where relevant

Responsibility 3. Develop HI's external influence (forums, operational and strategic alliances, etc) and the external representation of the organisation (events, media) in his/her area of responsibility

Responsibility 4. Coordinate the teams in his/her area

Responsibility 5. Support the Director/Country Manager in monitoring security in their area and ensure adequate resources according to the context.

Mission 5: Emergency Preparedness and Response

Responsible for providing adequate support to emergency responses within her/his scope



Skills set required

Knowledge	Know-how	Interpersonal skills and attitudes
<ul style="list-style-type: none"> • Training: Masters in humanitarian aid and/or development and/or international project management, or in any other similar and relevant area • Donor strategies and procedures; • Inclusion & Disability approaches; • Project cycle (all aspects of project management including monitoring, evaluation, accountability, learning • Fluency in French and English mandatory (oral and written - Proficiency in Kinyarwanda an advantage) • International development and humanitarian assistance frameworks 	<ul style="list-style-type: none"> • Minimum of 7 years professional experience in humanitarian or development context. • At least 4 years' experience of coordinating aid and/or development projects and managing a team. • Strong writing & reporting skills • Strong communication skills and proven representation experience • Negotiation, management of problems and conflicts • Development of new resources or adaptation of existing resources • Ability to analyse and synthesise • Previous working experience with Humanity & Inclusion is a strong asset • Previous security management experience an advantage • Logistics and supply planning • Financial and budget management 	<ul style="list-style-type: none"> • Leadership: inspiring confidence, motivating, showing the example, taking and assuming decisions • Audacious (initiating/enterprising), capable of risk-tasking and developing critical thinking • Working as part of a team/network; cooperating • Respect for the opinion and enhancement of the skills of others with a view to shared action • Giving and receiving constructive feedback; discussing with multi-disciplinary teams, working as part of a network and collaborating • Organisational skills and rigour • Pedagogy and Creativity • Resilience to stress and uncertainty

Conditions:

Starting Date: Begin July 2022

Length of contract: 3 Year Renewable

Employment terms: HI Rwanda specific employment terms and conditions apply

Gross Salary: To be presented during the recruitment process

Application Process

How to apply: Please send an updated CV (3 pages max, including three professional references.) with a cover letter addressed to The HR Department recrutement@rwanda.hi.org with subject:

OPEMAN202204

no later than 15.05.2022 at midi night. Do not attach certificates.



About our Organisation values and principles

Humanity & Inclusion (HI) is a solidarity organization international committed to the rights of persons with disabilities, of people in a situation of vulnerability, and in general for human rights. Respect and the dignity of people concerned and beneficiaries of the actions and communities are at the heart of the staff and collaborators of HI, in all contexts of intervention.

Our code of conduct is a key element to the implementation of the institutional policies that set out the fundamental principles in the protection of our beneficiaries - especially the most vulnerable - against any form of abuse be of power, harassment, sexual exploitation and abuse, by our own staff. These policies include, but are not limited to:

- Protection of Beneficiaries against Exploitation and Abuse Sexual
- Child Protection
- Fight against Fraud and Corruption.

All our representatives are expected to conduct themselves in a manner consistent with our code of conduct. **Any violations of those policy will be treated seriously.**

N.B: In respect of the law into force, persons with disabilities will be given a priority if they prove professional competences as equally as other candidates in tests and interviews.
Female candidates are encouraged to apply.

Only Short-listed Candidates will be contacted.

Any efforts to influence the recruitment process will lead to automatic disqualification.

Mélanie GEISER
Country Manager

