**HEAD OF OPERATIONS – JOB DESCRIPTION TEMPLATE (JDT)**

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| **Qualities** | **Description** |
| **Summary** | * Primary function is to provide leadership and oversight of the country program’s operational support functions Finance, Compliance, Human Resources, Administration/Information Technology, Supply Chain Management, Security , and audit and compliance, to effectively and efficiently meet articulated needs, manage risk, increase efficiency and ensures that corresponding systems are in place and applicable, and CRS and donor policies are consistently applied. Along with Head of Programs, leads and oversees activities to strengthen the capacities of CRS staff and partners in management quality. The Head of Operations is a member of the country program senior management team (CR, HOP, and OM), supports the Country Representative in creating a work environment that motivates and challenges employees to constantly improve performance and plays a key role in all senior management decisions and initiatives, and in SR compliance |
| **Key Responsibilities** | **Leadership and Planning:**   * Participate as a member of the senior management team, and in all strategic planning meetings and activities. * Lead and support relevant CRS staff to help partners identify, resolve management quality issues and to continually improve quality. * Assess, advocate and plans for needed investments in Management Quality (MQ) capacity and development. * Plan and implement capacity building for operations department staff with support from RFO and Deputy Regional Director for MQ. * Serve as officer in charge of the country program during absence of Country Representative, if requested. * Attend relevant interagency, sector coordination, and representational meetings as required. Network with equivalent staff in colleague organizations and partners. * Work with technical leads to improve MQ capacity, including systems and staffing and performance. * Oversee management quality functions and implementation of strategies to facilitate adequate support for Country Program activities and CRS mission in the country.   **Finance**   * Supervise the Finance Manager in overseeing the finance department, including production of monthly financial reports, cash forecasts, quarterly reports, year-end close, APP and partner expense monitoring. * Monitor financial statements to ensure appropriate charging of line items and managed cash flow. * Ensures that appropriate steps are taken to mitigate risks, and reflects maximum obtainable efficiency, and review periodic forecasts with these objectives in mind. * Authorize and monitor country program expenses and take corrective action where required. Oversee cost pool management. * Provide guidance and review all proposal budgets before submission to donor – providing input on staffing, logistics, procurement, compliance issues, and budget review. * Ensure effective delegation and staff capacity building within finance department. * Monitor ongoing changes in the financial operating environment and create policies and processes to ensure CRS Country Program is adaptive to these changes. * Maintain relationships with banks and relevant vendors of financial services. * Oversee and monitor compliance with U.S. export licensing regulations under OFAC and Commerce programs in coordination with HQ Office of Legal Counsel. * Lead CP/LO Annual Program Planning (APP) development, working closely with CR, HOP, Operations team members and Program/Project Managers. * Conduct regular review of APP and program budgets and Current Year Spending Plan (CYSP) to ensure that they reflect overall program priorities and expectations.   **Compliance**   * Act as lead contact for and lead responder to any issues that emerge from internal and external audits. * Plan, organize, liaise, oversee, and monitor CAP complains for A-133 and other audits of sub recipients. * Ensure the performance of periodic checks to ensure that CRS is in compliance with CRS and donor standards, and to ensure responsive support to staff, programs, and partners. * Identify management system weaknesses, establish priorities, provide recommendations for improved systems performance and ensure compliance. * Ensure that all program resources are used with the highest degree of stewardship * Oversee compliance with US Law as it pertains to CRS’ operations. This includes the Patriot Act, FFATA, U.S. export licensing regulations under OFAC and Commerce programs in coordination with HQ Office of Legal Counsel (as applicable). * Oversee compliance with local laws. Ensure that legal commitments are made in accordance with local law and US law where applicable. Manage responsibilities that go with an international presence, including country agreements and visa and registration requirements. Identify and work with local counsel. * Provide timely and efficient provision of appropriate technical assistance to staff and partners in management issues including planning, budgeting, and procurement. * Incorporate management quality issues into country strategic planning process. * Ensure that risk mitigation strategies are undertaken, aligned to CRS requirements leading preparation of agency Risk Disclosure Report, donor and local law.   **Human Resource Management**   * Supervise the HR manager in managing human resources of country program * Oversee the preparation, renewal and termination of all national staff employment contracts. * Facilitate the identification of staffing needs and recruitment in collaboration with Country Representative and Head of Programs, and in accordance with CRS policy. * Manage and perform enrollment in and removal from the Social Insurance records of employees upon employment and termination. * Ensure compensation policies and practices are administered to support internal equity, market competitiveness and policy adherence for staff based in each of the target countries. * Manage staff medical insurance quarterly payment requests: add, delete accounts; manage complaints and feedback related to service provider; manage claims, and special approvals for some medical services. * Update CRS EMECA policies as per CP local law and obtain necessary approvals for any deviations needed to the regional policies. * Oversee posting of updated and approved policies the internal CP drive and dissemination of new policies to staff. * Ensure CP is compliant with the CRS EMECA standardized National Staff Salary Administration Program (Position Classification and Compensation Scale) approved by the Regional Director. * Ensures leave status reports, including sick leave, annual vacation leave, etc.) are up-to-dated * Ensure all records in the Payroll Administration System are up-to-date. * Liaise with the Ministry of Labor, the Ministry of Social Insurance, and the Ministry of Health for all legal and governmental requirements with regard to employee management. * Ensure the creation of an environment of care and comfort for all staff. * Ensure full implementation and continuation of performance management system. * Manage expatriate staff work permits, stay visas, and other legal documents. * Ensure implementation of all human resource polices including housing and R& R policies. * Work with the relevant admin staff (such as the staff care manager) to create an environment of care, security and comfort for all staff. * Ensure that staff and managers follow the CRS Performance Planning System * Supervise and coach the department staff and provide regular oversight and guidance for timely completion of all key MQ functions for the CP. * Facilitate a clear working relationship/division of roles and responsibilities within the operations department and among departments/offices. * Understanding challenges related to implementation of CRS policies and procedures, and ensure overcoming those challenges in a way which is consistent with CRS values and local context.   **Administration**   * Support the Administration Manager’s oversight of the Administration department’s staff and functions, including procurement, fleet and facilities management. * Maintain relationships with vendors and service providers, including attorneys, local auditors, insurers, etc and be aware of industry developments impacting CRS administrative procedures. * Work with senior MQ staff to identify issues with MQ systems and tools, capacity constraints, training needs, etc and lead efforts to make improvements as needed. * Ensure proper stewardship of CRS resources by staff and partners.   **Information and Communication Technology**   * Supervise (directly or indirectly) the IT Office in managing the IT assets of the country program. * Work closely with CR, Head of Programming, Program Managers, CP IT Officer and Regional IT Officer to maximize the use of ICT as it relates to core MQ functions and promoting efficiency. * Develop and monitor the implementation of protocols for use of communications equipment – especially as it relates to security for both CRS and Partner staff. * Where CP’s engage in ICT and other location-specific development projects, ensure the application of GKIM policies, and project management and ICT system planning and implementation principles. * Ensure the application of ICT system operation, maintenance, and support principles. Ensure adherence to GKIM standards and protocols related to IT systems. Support management of service requests by facilitating integration with the Global Help Desk.   **Supply Chain Management:**   * Prepare an annual plan for management of relevant supply chains * Approve requests for goods and report on the disposition of goods * Supervise the management of material resources. * Work with the relevant staff to oversee local and international procurement, ensuring efficiency and compliance with CRS and donor purchasing policies and procedures. * Ensure proper stewardship of CRS resources, and the optimal utilization and maintenance of program assets and resources including proper inventory controls (includes oversight of inventory receiving and shipping as well as warehouse, fleet and asset management and the disposition of assets). * Ensure high quality reporting that allows for proper tracing and tracking of inventory and assets. * Ensure that in-kind transactions are reflected appropriately in financial statements according to CRS policy. * Ensure the optimal utilization and maintenance of program assets and resources including proper inventory controls. * Ensure system integrity and tracking of goods and commodities.   **Security**   * Supervise (directly or indirectly) the staff responsible for Security and Communications * Lead the development and regular updating of all CP security documents (general FSP, country specific guidance, border crossing protocols), and ensure revisions and ongoing updating as needed. * Oversee compliance with security protocols, especially involving the movement of field staff * Identify opportunities for building staff and partner capacity in security analysis and management. * Monitor security situation in Country Program, in particular in CRS operational areas, and work with the Security and Communications staff to provide information and support to staff regarding security situations. * Assume direct responsibility for liaising with relevant international security officials (such as the UN Integrated Office for Safety and Security) and local authorities to address security incidents as they arise. * Ensure security briefings are provided to incoming staff, visitors, CRS Senior Management and other stakeholders as appropriate * Support the advocacy program of the staff responsible for security who works with local and international NGO for a (such as an NGO Security Forum) to address/advocate around security issues affecting NGOs in Country Program. * Work closely with CRS Security and Communications staff to liaise with relevant international security officials (such as the UN Integrated Office for Safety and Security) and local authorities to address security situations as they arise. * Work with local and international NGO for a (such as an NGO Security Forum) to address/advocate around security issues affecting NGOs in Country Program.   **Partner Capacity Building**   * Lead relevant CRS staff to help partners identify and resolve management quality issues, and to continually improve quality. * Provide timely, efficient, appropriate technical assistance to staff and partners in management issues. This may be done directly by CP staff, with support from regional MQ staff or other TDYers, as applicable.   **Field Offices (if applicable)**   * Oversee the administration of field offices; directly supervise Field Office Managers. * Support the operational and logistical aspects of program implementation in the field offices working with Area Coordinators, the CR and PQ. |
| **Key Working Relationship** | **Supervisory:**  Finance Manager, Administration Manager, Security and Communications Officer, Human Resources Manager, and Field Office Managers.  **Internal:**  The Country Representative, Head of Programming, COP (if applicable), Head of sub-offices, Department Managers, Project Managers and Program Coordinators, Regional Office (particularly the DRD-MQ); HQ Finance, Regional Representative, HQ Human Resources;  **External:**  Heads of Caritas Internationalis representatives; Church partners; USAID Mission; Center for Disease Control, EU, and other international donor operational partners and colleague organizations; CRS implementing partners; auditors; banking and insurance Institutions; service providers and vendors; CRS lawyers and in-house counsel |
| **Agency-wide Competencies** | These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.   * Serves with Integrity * Models Stewardship * Cultivates Constructive Relationships * Promotes Learning |
| **Management Quality/Operations Manager Competencies** | * Promotes Stewardship of Resources * Ensures Principled compliance * Proactively Manages Risk * Leads Operational Improvements |
| **Personal Skills** | * Demonstrated strengths in financial management with a strong client service focus; able to work with diverse groups of people and team oriented environment * Skilled in obtaining information necessary to accomplish duties * Able to prioritize work, multi-task and meet deadlines * Problem analysis and problem resolution at both a strategic and functional level * Able to express technical ideas and concerns in a non-technical environment * Strong customer orientation * Able to work independently * Able to adapt and learn * Ability to develop effective systems considering organizational effectiveness and impact on people. * Strong organization and planning skills, detail oriented * Ability to work in a team environment with programming, and administration * Maturity and discretion, able to work with, and maintain confidential information |
| **Qualifications** | * Master’s in business administration, finance, accounting, human resources, or other relevant field. * Minimum five years’ work experience in a management of non-profit, development, and/or humanitarian organization. At least two years of this should be in a developing country outside candidate’s country of origin. * Understanding of CRS financial and administrative systems (Sun Systems and Vision accounting software), policies, and procedures preferred. * Experience managing large, complex U.S. government awards; knowledge of relevant regulations. * Knowledge of procurement and general office administration/management issues. * Ability to work in a complex environment and to lead and work with a multi-cultural team. * Computer literate in MS Office, internet, email. * Strong communications and analytical abilities. * Willingness to travel   **Foreign Language Required:**   * English, local language |
| **Disclaimer** | * This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position. |

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| Employee | Name | Signature | Date |
| Supervisor | Name | Signature | Date |
| CR or Designate | Name | Signature | Date |