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

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| **Qualities** | **Description** |
| **Summary** | * The Head of Office (HOO) will oversee the program implementation in LO and maintain coordination and communication with key program and operations personnel based in CP office. The HOO supervises the overall LO in maintaining quality implementation, overseeing the overall programming, administration, logistics, coordination and finances in the LO. The HOO focus is to assisting the LO team stay abreast of the multiple activities, grant technical financial and policy oversight, provide guidance and support to the partner organizations, support the capacity building of CRS staff with active hands-on collaboration, and maintain open channel of communication and coordination with programming and operations staff in CP main office. The HOO will also manager the quality and timeliness of all project reports and proposals, and for financial and administrative reporting. He/she will promote coordination between LO-based staff and colleagues based in main CP office and defer to his/her authority on major issues of policy and procedure.
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| **Key Responsibilities** | **Program Quality and Management:*** Oversee specific and clearly defined program directions and day to day activities as indicated in the donor agreements, successful implementation of CP/LO programming strategies, M&E, financial, programmatic, and staffing management.
* Serves as point person for the program, and provides strategic and technical leadership to CRS CP/LO and partners for all of its components.
* Leads the planning of programming directions and set high quality performance targets ensuring adherence to technical standards, CRS quality programming standards, best practices and donor guidelines.
* Use appropriate management tools to plan, review and track progress on projects implementation progress as well as on the utilization of project resources.
* Oversee the work of programming teams during the preparatory works, assessments, technical requirements, selection of external entities in support of the specific projects/program and ensuring compliance with CRS agreements and with statutory and technical legislation issued by appropriate government authorities.
* Ensure the development and implement strong M&E systems using appropriate CRS tools and resources to maximize project impact on beneficiaries.
* Continuously support the professional development of his/her team at all levels by providing adequate mentoring, clear orientation, feedback and learning opportunities.
* Identify technical assistant needs for CRS and partners and take the lead in developing SOWs and follow up with potential TA from the region and/or external expertise as appropriate.
* Oversee management and maintenance of up to date documentation related to all projects approvals, monitoring and implementation in both hard and soft copies.
* Promote strong linkages and exchange with other CRS CP/LPs engaged in similar programming to ensure the sharing of best practices and expertise.
* Closely monitor events in CP/LO (humanitarian situation, politics, and security, etc.), in order to identify other potential programming areas and new (strategic) partners for CRS.
* Strategically utilize use of ICT4D, technology and other contemporary systems in support of the projects and quality implementation.

**Partnership and Capacity Building*** Ensure excellent collaborative working relationships with local partners.
* Manage relationships, negotiations and intensive communication efforts with partners in all phases of grant/project implementation, facilitates coordination with partners, including knowledge management, learning and capacity building for partner staff.
* Promote the involvement of partners at all stages of the project cycle.
* Identify both PQ and MQ capacity building needs and organize relevant support via follow up with CR, HOP, EMECA and/or other CRS support as needed.
* Coordinate any support from the CP/LO for ensuring strong communication with and support to partners.

**Programmatic Reporting** * Ensure timely and quality preparation of donor project narrative reports, quarterly performance indicator tracking tables, baseline and final evaluation reports, as well as other reports needed/required by the local government, donors, the region or headquarters as per reporting schedule.
* Advise senior management about strategic programming directions and issues affecting project implementation, or key local issues affecting future grants/projects developments.

**Budgeting, Financial Planning and Compliance*** Ensure proper financial management systems are in place and followed in coordination with the CP/LO based finance team/department.
* Ensure grant/project management compliance with donor regulation.
* Ensure the review and timely submission of financial reports by partners working in close coordination with the finance team and other resource management staff in CP/LO.
* In collaboration with HOP, HOO and CR and the finance staff/department, review and analyze budget comparison reports and take necessary steps to ensure proper management and utilization of grant/project budgets.
* Ensure that systems are in place for the management of equipment and local procurement activities in support to grant/project successful implementation.

**Representation, Coordination, and Communication** * Leads regular team meetings, staff meetings, and program (technical) meetings with other implementing NGOs/Government agencies and institutions.
* Ensure systems are in place for the proper documentation of meetings and timely circulation of resulting information/outcomes.
* Help with the coordination of visits of CRS, donor and partner staff as needed.
* Ensure CRS representation to local government authorities and Donors related to grant/project.
* Coordinate with other peers all activities in support of the grant/project.
* Undertake donor liaison in the field as required in support of senior management.
* Mediate as necessary among local actors during project life.

**General Programming*** Leads the design, development and implementation of CRS projects, as needed and instructed by senior management.
* Leads information sharing and transferring skills and knowledge within the CP/LO when appropriate, and collaborate with other division managers to ensure sound communication with partners and project activities are implemented in all its cycles
* Provide support to other peers in the CP/LO as needed.

**Supervisory Responsibilities:*** Supervise and mentor grant/project staff working on specific-based activities/sectors.
* Ensure timely and quality adherence to CRS Performance Management System for all staff under his/her supervision.
* Preparation of employee job descriptions, performance plans and performance appraisals for projects officers/assistants that are engaged for specific clearly defined projects in coordination with other HOP and other program management.
* Ensure that CRS grant/project staff have the equipment and logistical support needed to carry out their roles/responsibilities.
* Contribute to the planning and implementation of capacity building for grant/project based staff.
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| **Key Working Relationship** | **Supervisory:** Program team members/staff**Internal:**CR, CP/LO based Project Managers, HOP, HOO, Operations and Finance Departments, EMECA region staff and TA’s and ERT staff (as appropriate).**External:**Local partner organizations; local and international organizations; municipal government officials and occasional contact with state government officials; partner organization, door representatives, community leaders and other local actors. |
| **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
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| **Program Quality Competencies**  | * Builds and Leads Effective Teams
* Supervises and Develops Program Staff
* Leads Growth in Programs
* Focuses on Quality
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| **Personal Skills** | * Demonstrated strong ability with multiple project grants management, including project design, budget preparation, expenditure tracking, monitoring and evaluation, reporting, etc.
* Ability to work independently, but also coordinate effectively as part of a team.
* Ability to lead a multi-cultural team with a high level of respect for local culture.
* Strong analytical and organizational skills.
* Experience with capacity strengthening and partnership building.
* Capacity to work closely with, understand, and support local Church partners.
* Excellent written and spoken communication skills in English.
* Strong written and spoken communication skills in local language.
* Strong computer skills (MS Word, Excel, Outlook and Power Point).
* Experience in working with grants funded by USG, UN Agencies preferred.
* Knowledge of CRS and Sphere emergency guidelines.
* Ability and willingness to work and live in diverse, challenging, complex, and potentially unstable environment.
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| **Qualifications** | * Phd/Master degree in a directly related field, such as operations research, quantitative analysis, etc.; significant work experience in a directly related field will be considered in lieu of graduate degree.
* Minimum of five years work experience in development and/or emergency programs
* Demonstrated experience in community mobilization, organization and mediation among local actors
* Excellent writing and communication skills in both English and the appropriate local language
* Strong cross-cultural skills and experience working with people from different ethnic/cultural backgrounds
* Demonstrated capacities to establish and maintain strong, collaborative working relationships with donors, government officials, local organizations, communities and other stakeholders
* Proven ability to multi-task and meet deadlines
* Proven ability to develop proposals and write reports meeting donor requirements
* Must be able to work independently and represent CRS
* Proficiency in computer applications (MS Word, Excel)
* Willingness to travel

**Foreign Language Required:*** English, local language preferred
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| **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 |