

**CARE INTERNATIONAL IN KENYA
JOB DESCRIPTION**

EMPLOYEE NAME:

ISOC-08 OCCUPATIONAL CLASSIFICATION:

| | | |
|-------------|--|--|
| Group #: | | |
| Subgroup#: | | |
| Job group#: | | |

JOB TITLE: COUNTRY DIRECTOR

DEPARTMENT/PROJECT: PROGRAM

SUPERVISOR: DIRECTOR - COUNTRY PRESENCE, RELEVANCE AND IMPACT

LOCATION/DUTY STATION: NAIROBI

DATE OF EMPLOYMENT:

GRADE: K

JOB SCORE:

JOB SUMMARY & PURPOSE:

Background

CARE International (CI) is a global confederation of 14 humanitarian and development non-governmental organizations working to reduce poverty and social injustice around the world. CARE Canada manages country office operations in six countries - Chad, Cuba, Indonesia, Kenya, Zambia and Zimbabwe - on behalf of CARE International ensuring that country offices meet CARE's high quality standards.

The International Operations (IO) Unit is mandated to ensure effective and efficient support and oversight to the Country Offices (COs) where CARE Canada is a Lead Member (LM). This includes developing operation standards for quality, cost recovery and other measures that will ensure effective CO management.

Reporting to Director - Country Presence, Relevance and Impact, The Country Director (CD) has the overall responsibility for the effective management of CARE International in country consistent with CARE International's vision and mission, core values and program principals, global program strategy and operational code.

Job Summary

The Country Director has overall responsibility and leadership of the CO's performance by representing the CO with key stakeholders, guiding program development and implementation consistent with CI's global strategy, ensuring effective and timely humanitarian response capacity, leading strategy development, change management and operational planning, and overseeing financial, operations and human resource management, including the safety and security of all CO and visiting CARE staff. Director - Country Presence, Relevance and Impact for International Operations and receives support and oversight from the International Operations team.

The CD models and ensures systematic practice of CI values and new ways of working by fostering innovation, helping to build effective teams, coalitions and networks and encouraging on-going staff development to motivate and strengthen the organization's resilience in the face of change. S/he promotes gender equality and diversity among CO staff and in programming.

In doing so, s/he:

- Ensures that CARE's role in the country is aligned with CARE's global program strategy and continuously evolves to achieve the greatest impact and relevance in the operating context;

- Positions CARE as a partner of choice and an influential voice in reducing poverty and social injustice;
- Leads the organizational changes required to align to the CO's Country Presence Review outcomes and CI's global vision and strategy;
- Leads and oversees the timely transformational changes required to align CARE Kenya CO to CARE International's program priorities, advocacy strategy and operational models;
- Lead, promote and oversees mainstreaming of gender issues in the Country program policies, strategy and program development;

Country Office Highlights

CARE has been operating in Kenya since 1968 working in close collaboration with multiple stakeholders to help enhance social justice and alleviate poverty in the country. CARE Kenya reaches approximately 2 million people per year in the areas of gender equality and women's voice, economic empowerment, health, food and nutrition security and climate change resilience, and humanitarian assistance. CARE uses a program approach to address the underlying causes of poverty for marginalized groups and works in collaboration with national and county governments, communities and development partners to implement programs and influence policies that reduce poverty and social injustice. CARE works with a range of stakeholders including the Government of Kenya, the private sector, local and international non-governmental organisations, community-based organisations and local communities to promote lasting change and innovative solutions to complex humanitarian and development challenges.

CARE Kenya is in the midst of a role and relevance review that will enhance the country office's alignment to CARE International global outcomes and approaches, and has been identified as a candidate for transforming into an independent local entity and national member of CARE International. The Country Director is expected to provide strategic leadership in the analysis, planning and implementation of the organizational transformation.

Job Responsibilities and Tasks

1) Representation and Communications (Est. 10% of the time)

- Negotiate with the host government and ensure that the CO has the legal agreement needed to operate transparently, such as, an updated mutually recognized country agreement as well as program related agreements with the relevant line ministries;
- Ensure that accurate and updated host government relations information is disseminated to CARE Canada, and relevant CI members;
- Ensure access to CO facilities and services to all CI members;
- Ensure that the image of CARE International in the country is consistent with CARE's mission, vision and values and protects CARE's interests and assets;
- Build effective organizational relationships and networks with public, private and NGO partners; liaise with host government/donor government and other lead agency representatives;
- Maintain effective communications and relationships with CARE International members regarding program development, funding agreements and staffing;
- Provide regular reports to CARE Canada on the affairs of the CO, including security;
- Provide periodic reports to CARE members managing donor contracts in the CO according to the specific agreements;
- Demonstrate knowledge of the most current CI Code and related CI federation agreements through effectively implementing related provisions;
- Maintain regular and transparent communication with CARE Canada, CARE International Members (CIMs) and relevant CI bodies on the progress of organizational transformation

2) Program Development and Implementation (Est. 25% of the time)

- Guided by the CARE International program strategy, donor and host government priorities, provide support and guidance to the CO program staff in the identification of new programming opportunities;

- Supported by CARE Member Partners (CMPs), develop and maintain a proposal development quality control system, and up-to-date pipeline tracking and reporting system;
- Provide assistance to CARE members in contract negotiation with donors at the country level to ensure that CARE program and financial objectives are attained;
- Explore possibilities for diversifying program funding consistent with CI's Global Program Strategy through non-traditional partners, donors and approaches;
- Ensure, through regular monitoring of activities, effective project implementation and use of best programming practices;
- Ensure CO's full compliance with donor contractual requirements;
- Ensure effective project implementation monitoring and evaluation system that allows for accurate donor reporting, timely course corrections, and learning and innovation;

3) Emergency Preparedness & Response; Safety & Security (Est. 5% of the time)

- Ensure that country office emergency preparedness plan is in place and reviewed twice per year in collaboration with CARE Canada, the CARE Emergency Group, CARE Member Partners and relevant in-country partners (e.g. GOI, UN, ECB consortium);
- Set the tone for mature safety and security management for the Kenya office, leading by example;
- Ensure that the CO is implementing the CI S&S standards; identify gaps; and ensure that gaps are filled in a timely manner;
- Ensure that lapses in S&S SOPs are followed up at the appropriate levels of management;
- Communicate S&S info regularly to HQ (or ensure it is done by the SSFP)
- Provide leadership, guidance, and Lead Crisis Management Team in emergency situations, overseeing the CO's overall response, liaising with Country Governments CARE members, donors and media;
- Authorize and manage staff evacuations as necessary (for health or other reasons).

4) Country Office Strategic and Operational Planning and Implementation (Est. 20% of the time)

- Taking into consideration CI's Global Program Strategy plan and CARE 2020, lead the development and implementation of the CO's presence review and business plan, Annual Operating Plans (AOPs), regular CO performance reviews and strategic planning reviews;
- Lead regular and participatory senior management team (SMT) meetings to review the overall financial and operational performance of the country office.
- Plan and oversee two Country Office Leadership Team meetings per year; and monthly SLT, ensure staff engagement in the planning and progress review of the CO program and program support elements.
- Maintain and share regular analysis on the CO's operating environment and its potential impact on the performance of the CO.
- Provide leadership and strategic support on the development/strengthening of CARE Kenya's role as an innovator and catalyzer including developing genuine partnerships with local organizations and institutions and building evidence of CARE's impact to influence policy and practice
- Ensure the CO has an effective impact measurement, learning, knowledge management and communication system
- Lead and ensure effective implementation of CO Country Presence Review (CPR) outcomes, including changes to CARE's program priorities, role, culture and behavior, and business model.

5) Country Office Financial, Budget and Administration Management (Est. 25% of the time)

- Oversee and provide support to program support and finance staff in the development of the CO's annual budget as per CARE policies and procedures;

- Ensure the financial viability of the CO to ensure that project budgets are able to cover the running costs of the CO and generate adequate indirect cost recovery (ICR) from existing and new projects; monitor and analyze the CO cost structure, particularly in anticipation of changes in the program portfolio;
- Ensure timely preparation of contracts (IPIAs) and amendments for all projects as required between the CO and CARE Member Partner (CMP);
- Ensure full compliance with donor regulations and terms of signed contracts; ensure the application of CARE financial procedures;
- Ensure that the CO performance results in satisfactory audits, that recommendations from previous audits are addressed and that subsequent audits show an improving trend;
- Ensure the submission of on-time CO financial reports, achievement of at least 85% annual budget utilization rate, over 95% life of projects budget utilization, and accounts receivables of less than 10% of the annual budget;
- Closely monitor the reporting and fulfillment of donor match requirements, committed by CARE members and CO in-kind match contributions;
- Ensure that the risk register is maintained and issues acted upon in a timely manner;
- Ensure that financial exposure reports are maintained and reviewed on a monthly basis and communicated to HQ;
- Ensure monthly balance sheet reviews, the completion of scorecards and that recommendations are acted upon accordingly, and
- Submit other reports to HQ as requested.

6) Human Resources Development and Management (Est. 15% of the time)

- Lead by example, communicate clear vision to staff, leadership and inspiration to CO, counterpart and partners, show accountability and hold staff accountable for demonstrating CARE core values;
- Ensure the completion of an annual staffing plan and provide support or lead recruitment efforts (with active support from HQ when appropriate) for national and international hires;
- Ensure that the CO structure and the organization of units and workflows reflects ongoing needs of CO operations;
- Ensure that all HR policies and procedures are established in accordance with host country laws and legislation and reviewed on a regular basis; ensure that CARE Canada's HR policies are respected for expatriate personnel;
- Ensure that the total compensation (salary and benefits) for national employees remains competitive with the local market and that voluntary turnover rates are kept to the minimum possible;
- Adopt and lead by example effective employee relations and performance management systems, including timely and clear communication of expectations through updated job descriptions and operating plans, regular performance feedback and annual performance appraisals, coaching and mentoring staff in decision-making, consistency and coherence in the recognition of merit;
- Promote staff development and the maximization of local talent, through coaching and mentoring and active career development;
- Create and maintain an inclusive team environment, including regularly established management team meetings and ad hoc committee structures in which input on key issues is sought from colleagues in open discussion; and
- Ensure staff adherence to the CARE Code of Conduct and promote People in Aid practices to the maximum extent possible.

Qualifications:

Education & Training:

- Required: University degree in a relevant discipline.
- Desired: Master's degree in relevant discipline is an asset.

Experience:

Required:

- Minimum of ten years of experience in international development and humanitarian assistance;
- At least five years of successful experience at the senior management level in overseas postings, in contexts similar to Kenya e.g. middle income country, competitive business environment; vulnerable to natural disasters (experience in Kenya preferred);
- Proven experience in overseeing and leading transformation process,
- Proven experience in leading multi-disciplinary and multinational teams especially in response to a major disasters;
- Leading the review and reformulation of strategic plans;
- Solid understanding of financial and budget management, and of best practice programming (expertise by sector would be an asset);
- Proven abilities in decision-making and problem-solving including in emergency contexts;
- Experience in security management; and
- Flexibility and willingness to undertake local, regional and international travel.
- Desired:
- Extensive experience with USAID, DFID/UK Aid, EU DEVCO, ECHO (DIPECHO), UN and private sector partnerships and contracts

Technical skills:

- Required:
 - Advance knowledge of Excel
 - MS Word and Outlook
- Desired:
 - Accounting packages such as SCALA, SUN or others.
 - Accumulated level of self-sufficiency with computer network basics (i.e. modems, local area networks).

Language competency:

- Required:
 - Fluent in English (speaking, reading and writing);
- Desired:
 - Fluent oral and written communication in local language.

Key Competencies:

Critical: Visibly and consistently demonstrate high standards for CARE's core values of Respect, Integrity, Commitment and Excellence.

- Demonstrated ability to work independently, team player, creativity, appreciation of efficiency, highly organized, ability to handle detail concurrent with strategic issues, and reverence of deadlines and time obligations,
- Demonstrate awareness and sensitivity to gender and diversity.
- Experience leading an organization through organizational change
- Have demonstrated experience, patience and the ability to work in diverse, cultural contexts in a culturally appropriate manner.

- Has a capacity to make accurate self-assessment particularly in high stress situations.
- Excellent communication skills, ability to work under stress, patience, multi-tasking and problem solving skills; and positive attitude.

Key Relationships / Contacts:

Internal CARE Canada:

Fellow operations staff (HQ and other COs) => Coordination of Activities amongst COs, review of IPIAs and contracts, sharing of analysis reports

Country offices staff => Sharing of reports, obligation charts

Internal CARE International:

CARE International => funding opportunities, donors plans, sharing of program reports, obligation charts, CO strategic and program plans

External:

Consultants and service providers => Development and clear communication of TORs, oversee work quality and timing, contractual obligations.

Living Conditions:

Location: Nairobi

Expected percentage of time traveling: Up to 30% of the times, to visit project sites, meet with staff and counterparts

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____