

Job title	Programme Operations Manager, Nairobi, Kenya
Department	WISH 2 Programme – Eastern and Southern Africa
Location	Nairobi, Kenya
Reporting to	Team Leader
Responsible for	TBD
Liaison with	Team Leader and WISH 2 Team, Global Health Team, Finance & Administration Team, HR team, clients, and partners
Hours	Full-time
Type of contract	Fixed term over life of programme (estimated to December 2028)

About Options

Options is a global team of experts and innovators tackling some of the world’s most pressing health challenges. We work with leaders and change makers around the globe to bring health strategies to life. We provide ideas, advice and technical know-how that enable our partners to build a path to lasting change.

With 30 years’ experience in global health, we collaborate with our partners to explore existing evidence, combine expertise, scale up ideas and co-create solutions that accelerate change. This includes collaborating on policy design, managing initiatives, building powerful coalitions and galvanising social movements. Our impact is felt across whole communities, with a focus on women, girls and those who have been marginalised.

Gender equality and social change are at the forefront of our work. As part of MSI Reproductive Choices, all our profits go back into supporting MSI’s own work making choice possible around the world.

We believe in a world where everyone can access the high-quality health services they need, without financial burden.

Our values

In line with our mission, we are committed to safeguarding the rights and welfare of our staff, partners, and the clients and communities we serve, and expect our team members to share our values and commitments. We are committed to the following principles:

- Our expertise delivers sustainable impact.
- Our work generates profit with a purpose.
- Through growth and learning, we find new ways to solve complex problems.
- We act with integrity, always.
- We are building a truly equitable workplace.

About the programme

The UK aid funded Women's Integrated Sexual Health 2 (WISH 2) programme will support women and adolescents, including the poor and most marginalised, to have greater voice, choice and control over their sexual and reproductive health and rights (SRHR). The programme is divided into two Lots, one covering Western and Central Africa (WCA) and one covering Eastern and Southern (ESA) Africa. The two Lots are implemented separately by different implementing consortium. Options is a sub-partner in both consortia.

The WISH programme has two primary outcomes:

- **Outcome 1:** Women and adolescents, including the poor and most marginalised, have greater voice, choice and control over their sexual and reproductive health and rights.
- **Outcome 2:** An improved enabling environment for SRHR and gender equality as part of an accelerated, African-led inclusive demographic transition.

Options will support implementation of Output 3: SRHR policy and systems environment. This output will support countries to adopt and implement improved frameworks for more comprehensive SRHR and gender equality, effective government financing, commodity security and SRHR service capacity. A specific focus will be placed on supporting civil society organisations, including OPDs, youth led and WROs to advocate, improve accountability and support improvement in SRHR.

This job supports implementation in ESA.

Main purpose of job

The Programme Operations Manager is a key member of staff on the WISH 2 programme in West and Central Africa. They will work with the Team Lead to ensure efficient and high-quality programme delivery manner in line with Options organisational standards and client requirements.

The POM will report to and work closely with the ESA Team Lead and work closely with WISH country based teams in the region and WISH technical leaders. The Team Lead provides the technical and strategic leadership to the programme to ensure the programme delivers high quality results, meets client expectations as set out in logframe targets and payment deliverables and manages various stakeholders internal and external. The POM supports improved programme delivery efficiency, specifically in administrative, programmatic, and financial operations, to accelerate the programme success. This includes: development of coherent overarching and country level work plans and budgets across Options activities under the WISH 2 programme, financial forecasting and management, contracting, risk management and procurement. The POM accurately manages an ongoing system of collecting programme performance metrics and derives insights from the data they've collected to recommend improvements.

The POM will also liaise with the Operational and Finance teams in Nairobi and Options' Global Health (including the Programme Resource Unit - PRU) and Management Services teams to oversee programme finances, and contracts and to ensure compliance with Options' policies and quality assurance standards.

Note: All levels of position in the organisation assume some degree of responsibility for safeguarding. Your accountabilities will align with the level and scope of the position and appropriate training will be provided.

Main duties

1. Work Planning, monitoring and financial management:

- Budgeting: coordinating the preparation of programme forecasts and budgets and monitoring budget execution and performance. Preparing financial reporting for internal and external audiences.
- Planning: Convene and lead annual planning/budgeting exercises to produce detailed and costed work-plans for Options on the WISH ESA programme, working closely with WISH country based teams and WISH technical experts and other Options stakeholders as necessary.
- Monitoring: develop and implement mechanisms for regular monitoring of programme progress and for intervention and problem solving with the programme team.
- Prepare monthly updates to the ESA Team Lead and SPM on progress of programme operations including against work-plans and programme budget.
- Developing Options' WISH ESA programme's budget to ensure that projected margins are achieved, spend is according to forecast and ensure that funds are available to implement the programme.
- Oversee and quality assure programme budgeting and forecasting produced by programme and finance teams in Madagascar, Zambia and South Sudan. Update and manage the programme's risk register and escalate risk reporting promptly.
- Lead the operational implementation of key programme strategies, working closely with the Team Leader, including on safeguarding, feasibility and sustainability.
- Work with the MEL Lead and Senior Programme Manager to develop systems and metrics to track costs of services delivered by the programme.
- Manage the programme reporting schedule, ensuring all reports are completed to time.

2. Contracting and contract management:

- Leading on contracting: for example, managing discussions and preparatory documents for bid award and contract changes for global review, negotiating supplier contracts across geographies, supporting the recruitment of staff and STTA etc.
- Manage the commercial aspects of contracts by ensuring that projected margins are achieved, and spend is according to forecast.
- Ensure compliance with the terms of the head contract and with Options' policies and quality assurance standards.
- Under the oversight of senior members of the Programmes Department and Team Lead and in liaison with Legal and Compliance Team manage relationships with subcontractors in line with organisational procurement policies and procedures, including preparation of TORs, contracts and budgets, ensuring performance

management undertaken as per schedule, and ongoing management of their inputs and deliverables.

- Organising short term consultant inputs in line with organisational procurement policies and procedures including preparation of TORs, sourcing, negotiating, drafting contracts briefing and managing consultants liaising with and including HR and Legal and Compliance teams as required

3. Compliance with Options and client requirements:

- Organisational Compliance: ensure the WISH 2 programme is compliant with Options organisational goals, processes and standards, including for procurement.
- Manage contracts working with the WISH team to ensure quality of deliverables from partners, consultants, and other subcontractors, guaranteeing high quality cost-effective services to the programme.
- Perform, in liaison with the Legal and Compliance team, due diligence on all recipients of the programme's funds, staff, sub-contractors, and their sub-contractors, control and report on the use of all programme funds.
- Support the Team Leader to implement Options' policies and guidelines on fraud, bribery and corruption involving programme funds and report any suspected cases immediately in line with Options' policies.
- Oversee the roll out and implementation of the programme Standard Operating Procedures (SOP) across WISH ESA countries and partners in collaboration with Programme Finance Manager, Senior Programme Manager.

4. Oversight of programme security and office management:

- Ensure operations are compliant with Options' security policies and a functioning security risk reporting system is in place for all countries including rollout of the WISH 2 programme security plans.
- Act as the programme's security focal point and ensure that steps are taken to guarantee that staff, sub-contractors and visitors are safe.
- Ensure office and programme assets are secure and insured with the support of the Office administration and programme management team.
- Set up and deliver fit-for-purpose office operations across Options WISH ESA programme, working closely with the Programme Resource Unit and Options management support teams, enabling the programme teams to work effectively within Options' and the programme's systems and processes, and liaising with partners and other stakeholders.

5. Client Relations and Programme Governance

- Stakeholder management: clarify and drive programme commitments as well as establish and maintain clear chains of accountability and communication by facilitating meetings with key stakeholders.
- Support the Team Leader in maintaining effective communications and strong working relationships with the client, government, counterparts, and partners.
- Support the Leadership Team to plan, prepare and facilitate consortium-wide and client-related meetings.
- Identify opportunities to encourage discussions and collaboration between consortium partners.

- Be the lead point of contact for the client for payment deliverables and strategic matters, in conjunction with the Team Lead.
- Support the Team Lead in the identification of potential new partnerships and / or growth opportunities for the programme where applicable.

7. Liaison with other Options teams

- Work with the Options Global Finance Team on all aspects of financial management and contribute to the monthly management accounts, annual audit and budgeting process and regular budgeting and forecasting.
- Contribute to knowledge management within Options.
- In conjunction with the Team Lead, keep Options Global Health leadership team informed about the progress of the programme and potential risks on a regular basis.

8. Team building and Management:

- Support healthy working relationships with staff working across the programme and with support functions at regional and global level. Where necessary, line manage more junior personnel ensuring they are professionally and personally supported to excel in their roles.
- Report performance management concerns to the Team Lead and SPM, and agree lines of action.
- Line management responsibilities may arise during implementation.

9. Other responsibilities

- In the spirit of teamwork, provide flexible support to colleagues across all Options departments as required. For example, this might involve tasks related to business development which draws on the experience of the WISH programme, or supporting smaller proposals or programmes which build on the legacy of WISH.
- Contribute to the development of team tools/sharing best practice within WISH and Options more generally, including contributing to communities of practise, programme drop in's and other opportunities for shared learning.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Key skills

- Fluency in written and spoken English essential.
- Fluency in written and spoken French highly desired.
- Excellent financial management skills
- Ability to work on a wide range of projects and other issues simultaneously
- Self-starter, who can work independently or as part of a team
- Critical thinking and problem-solving skills
- Ability to plan and manage work in a highly organised way
- Excellent English verbal and written communication skills,
- Excellent communicator both in writing and verbally
- Good negotiation skills
- Flexible attitude to work and ability to work in challenging working environment

- Proficient in Microsoft Office suite of programmes (Word, Excel, Outlook, PowerPoint) and Teams
- Ability to multi-task and cover multiple work streams simultaneously, to work under pressure and to deadlines.
- Strong interpersonal skills, ability to handle Options partners and represent Options' image.
- Sensitive to other cultures
- Knowledge of a spread of international donors
- Knowledge of the health sector and international development issues
- Diplomatic and clear communications with staff, stakeholders, and clients

Key experience

- Significant experience of working in international development at Programme Management level. Experience with FCDO preferred.
- Significant and proven experience working in international development at a senior management level or above for at least five-seven years.
- Strong leadership and organisational skills
- Extensive experience in leading the coordination of complex multi-country programmes
- Proven skills in people management
- Proven experience in strategic work planning and managing large, complex, multi-country budgets
- Proven experience in risk management
- Experience of developing and managing consultancy contracts and sub-contracting
- Skills in security, due diligence, and quality assurance processes
- Experience in developing and delivering high quality outputs, able to write fluently and accurately in English. Fluency in French highly desired.

Formal education/qualifications

Bachelor degree in a relevant discipline (public health, business or the social sciences) or equivalent work experience

Personal attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, who are focussed on delivering sustainable impact in the countries where we work. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, enthusiastic, solutions-oriented and committed to promoting equality across the organisation, and with those that we work with.

For this role, we're looking for an individual who is:

- A team player, providing support and encouragement, and clear technical direction, to a range of different stakeholders.
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Creative, and enthusiastic about designing new or improved MERL approaches to solve the specific challenges and opportunities posed by this programme.

Other essential requirements:

- A strong supporter of the cause of family planning and a woman's right to safe abortion (pro-choice).
- Commitment to equal opportunities.
- A commitment to the programmes and Options' principles of Safeguarding, Do No Harm, and to comprehensive sexual and reproductive health and rights.
- Fluency in written and spoken English.
- Candidates must have the legal right to work in Nairobi.

Note: this job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the job holder.

Signed by: *Jeremiah Makula*

Date: 30/07/2024

Version History (For HR use only)

Date JD reviewed by HR team member:	
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