



Job Description

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Job Title Director of Operations	Job Location Dar es Salaam	Category Operations
Job Type Full Time	Job level Director / CXO	Industry Finance Services
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Finance Services: 8 Years
Secondary Industry -	Primary Category Operations: 5 Years	Secondary Category -
Certificate -	Qualification -	

Summary

A GovTech non-profit headquartered in Tanzania is looking to recruit a Director of operations. As the Director of Operations, you will lead the organization's operations functions, with a particular focus on financial and human resource management. You will strengthen the various operations functions across the organization and support the team to prepare for scaling the organization. This will include building and managing an operations team.

Responsibilities

Planning (5%)

- Operations strategy: Set the operations department strategy and manage the team and resources to deliver this strategy
- OKR management: Manage the organizational annual and quarterly OKRs process (including setting and tracking)
- Weekly team planning: Manage the weekly team goal and activity-setting process

Finance and grants management (40%)

- Budget and cash flow management: Develop the organizational annual budget and manage the monthly, quarterly, and annual reporting processes
- Finance processes: Supported by a finance associate oversee effective and efficient expenses, payments, and controls processes across the organization
- Accounting and audits: Supported by a finance associate oversee all accounting and auditing processes
- Funder due diligence: Support the CEO to oversee all funder due diligence processes
- Grant reporting: Manage and ensure compliance to grant reporting requirements

Human resource and administration management (35%)

- HR operations: Manage HR processes and policies across the organization and respond to individual team member needs
- Performance management: Develop and manage the organization's performance management system and implement a biannual performance management process
- Professional development: Establish and manage a set of professional development opportunities for the organization
- Recruitment: Manage organizational hiring processes from needs assessments to contracting to on-boarding
- Procurement and logistics: Manage a procurement and logistics officer to oversee organizational procurement and logistics tasks

Legal (10%)

- Compliance: Supported by a legal associate and external legal firm to manage the organization's compliance requirements across both Tanzania and the US.
- Board reporting: Support the CEO to develop relevant board reports and materials

Communication (10%)

- External communications: Manage a communications associate to oversee the organization's website, social media, and annual report
- Funder communications: Support the CEO and Director of Partnerships to manage funder communications (including developing a quarterly newsletter)

Requirements

- A minimum of 8 years of experience and has worked in, NGOs, the public health sector, entrepreneurship, or start-ups
- Financial management: Strong financial literacy and planning skills, able to build and maintain budgets and oversee clear financial control policies
- Human resource management: Experienced in all aspects of human resources management from hiring, and performance management to professional development
- Organisation: Able to manage the full range of operational areas across the organization. Able to deliver day to day while systematically improving various functions

Characteristics

- Vision and values: Passionate about the company's vision and consistently display their values
- Ownership: Able to independently plan, drive forward, and manage day-to-day responsibilities. Willing to suggest the path forward, "go first" and take calculated risks despite uncertainties. Be accountable to agreed deliverables and outcomes
- Professionalism: Able to adhere to the organization's standards for professionalism
- Communication: Clear in both verbal and written communication. Consistent and proactive communication with the manager and other team members
- "Growth mindset": Consistently demonstrates the desire to grow professionally. Being willing to provide, request, and receive feedback and coaching

Driving Licence

Not Required

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