

PROFILE FOR THE POSITION OF DEPUTY EXECUTIVE DIRECTOR, OPERATIONS

The Center for Health, Human Rights and Development (CEHURD) is an indigenous Non- Governmental Organisation that has been in existence for 12 years whose mandate is to pioneer the enforcement of human rights and the justiciability of the right to health in Uganda, Eastern Africa and the African region. The organisation exists to advance health and human rights of vulnerable communities through litigation, advocacy and research. This mission is achieved through five strategic objectives that include: promoting sustainable access to justice; positioning health and human rights as a strategy for sustainable development; enhancing institutional and programmatic growth; building community capacities and agency and strengthening institutional capacity. These are achieved through core programmes that include; strategic litigation, knowledge management, community empowerment, campaigns, partnerships and networks as well as support functions that include Human Resources and Administration; Finance; Monitoring, Evaluation and Learning; Quality Assurance and Internal Audit and ICT.

The Board of Directors of the Center for Health Human Rights and Development (CEHURD) is seeking a competent, professional and experienced individual, committed to Social Justice in Health and human rights to take up the position of **Deputy Executive Director, in charge of Operations.**

JOB PURPOSE:

The Deputy Executive Director, Operations (D-EDO) is responsible for working together with the Executive Director and Senior Management Team to provide leadership and management of the organisation's resources and operations, as well as a supportive role for programme design and implementation. This position is both technical and administrative in nature. The position holder will therefore have roles and responsibilities that cut across programs management; human resource management; physical resources management; external relations, resource mobilisation and grants management; and support for governance functions such as policy development and implementation. The Deputy Executive Director - operations should have technical competence in health systems and human rights work and should be able to support the Executive Director in providing leadership to the management functions of the institution in view of CEHURD's Strategic Plans.

The Deputy Executive Director - Operations bears the prime responsibility for ensuring that the administrative affairs of CEHURD are effectively and efficiently managed to the highest standards of accountability and compliance with best practice. The Deputy Executive Director - Operations is

responsible for ensuring prudent Human Resources Management and Administrative oversight at CEHURD. The position holder oversees the day-to-day operations of the organisation necessary to ensure achievement of its objectives. The position holder should provide the Executive Director with proactive support and ensure smooth coordination and flow of work processes in all areas with specific emphasis on human resources management; quality assurance and internal audit; grants management; monitoring, evaluation and learning; ICT and general administration.

REPORTS TO:

Executive Director, CEHURD

RESPONSIBLE FOR:

1. Human Resources and Administration Manager
2. Monitoring, Evaluation and Learning Manager
3. Quality Assurance and Internal Audit Manager
4. ICT Manager
5. Grants Manager - Programmes

MAIN ROLES AND RESPONSIBILITIES:

The Deputy Executive Director – Operations supports the Executive Director in providing strategic leadership to the organisation and is responsible for ensuring operational efficiency of CEHURD. The scope of work will include but not be limited to the following:

1. STRATEGY DEVELOPMENT AND IMPLEMENTATION

- i) Participate in the development, implementation and evaluation of CEHURD's strategic plans. The position holder will support Executive Director to communicate a clear vision, mission and objectives of present and future program goals of CEHURD to team members and stakeholders.
- ii) Establish the strategic plans' relevance and feasibility given the changing operational environment, propose amendments, as required.
- iii) Identify key strategic issues, opportunities and risks; clearly communicate links between the organisation's strategy and the unit's goals; establish or identify and communicate organisational direction. Support the Executive Director to ensure that the CEHURD Strategic Plan is implemented, resourced and continuously reviewed and updated.
- iv) In agreement with the Executive Director, approve the development and implementation of CEHURD's Strategic Communication Plans.
- v) Support programmatic and operational design and management, ensuring that the standards of excellence are set and maintained in every sphere of CEHURD's operations and programme management.
- vi) Support programme development and implementation, including the provision of oversight for specific projects.
- vii) Provide oversight, technical support and supervision for CEHURD's Monitoring, Evaluation and Learning (MEL) function. This includes the monitoring of progress against CEHURD's strategic plan. The position holder will also ensure regular monitoring of projects in accordance with existing institutional and project specific Monitoring, Evaluation and Learning Framework and Guidelines and recommend improvements as necessary.
- viii) Provide oversight and support for CEHURD's periodic planning and reporting by the various programmes and departments under the portfolio of the position.

2. GOVERNANCE, LEADERSHIP AND MANAGEMENT

- i) Oversee the setup and implementation of strong governance systems and spearhead the development and implementation of operational policies and systems. This includes supporting the Executive Director in the coordination and preparation of activities and quarterly reports for the governing bodies of CEHURD i.e. Board of Trustees and Board of Directors.
- ii) Ensure that Executive Team Meetings are held between the CEHURD Secretariat and the CEHURD Center of Excellence and that actions from these meetings are followed up and implemented. At all times work towards a healthy relationship between CEHURD Secretariat and the Center of Excellence.
- iii) Ensure that CEHURD's Senior Management Team meetings are periodically held, and documentation done and safely stored in alignment with CEHURD's policies.
- iv) Hold regular meetings with the organisation's managers in order to ensure realistic planning at all levels in the organization.

- v) Provide leadership and support to staff members in a manner that empowers them to maximise the impact of CEHURD and work according to high standards. More specifically, provide leadership development and management for senior staff at CEHURD, enabling them to effectively and efficiently play their managerial roles.
- vi) Provide oversight and support for the effective and efficient functioning of CEHURD's administration and operations functions, including timely administrative support services.
- vii) Working with the Director of Finance and project teams, generate and manage CEHURD's annual administration budget.
- viii) Manage strategic change initiatives as agreed with the Executive Director.

3. FUNDRAISING AND RESOURCE MOBILIZATION

- i) Actively participate in the development and implementation of CEHURD's resource mobilisation strategy and financial sustainability plan.
- ii) Support efforts towards the implementation of cost recovery approaches; generating unrestricted funds and the growth of CEHURD's reserve fund guided by the relevant policies aimed at ensuring that CEHURD remains a financially ethical, stable and sustainable organization.
- iii) Effectively manage donor relations to maintain and grow new funding lines while maintaining good relations with current and former funders.

4. GRANTS MANAGEMENT

- i) Provide oversight and technical support for implementation of CEHURD'S grant management manual and processes.
- ii) Provide leadership and support for streamlining CEHURD's grant management function, including sub-granting to CEHURD's implementing partners.
- iii) Grow CEHURD's grants management function in alignment to the grants management manual.
- iv) Oversee and monitor compliance with donor grant agreements and requirements, working with the Quality Assurance and Internal Audit Department.

5. ACCOUNTABILITY AND QUALITY ASSURANCE

- i) Establish and ensure compliance to strong financial and administrative procedures.
- ii) Ensure compliance and transparent use of resources in line with donor and CEHURD regulations.
- iii) Ensure that CEHURD complies with all statutory requirements.
- iv) Monitor adherence to CEHURD' policies and procedures.
- v) Provide oversight for the financial planning, forecasting, procurement processes and policy implementation, financial evaluations and accountability for all resources.
- vi) Oversee the growth and development of the internal audit function.
- vii) Oversee set up and operationalisation of prudent quality controls and quality assurance through the development and implementation of a Quality Assurance Manual.
- viii) Support the coordination of outsourced services.

6. STRATEGIC PARTNERSHIPS AND NETWORKING

- i) Actively participate in the development, management and sustaining of strategic partnerships at country, regional and international levels and leverage opportunities for maximum impact.
- ii) Support capacity strengthening to CEHURD's partners through the provision of technical assistance in areas of competence.

7. HUMAN RESOURCES MANAGEMENT

- i) Spearhead the development and implementation of prudent human resources management, staff wellness and motivation according to best practice by:

Providing oversight for the development and review of staff structure, remuneration structure, promotion criteria and job descriptions, aligning roles and responsibilities to match the programme and operational needs of the CEHURD Strategic Plan;

Ensure that CEHURD has an effective performance management system by providing oversight and leadership for the review and operationalising of staff performance monitoring and measurement (new staff contracts, probationary staff reviews and undertaking of bi-annual staff appraisals), and;

Leading the development and operationalising of the CEHURD Staff Capacity Development Plan to ensure that staff are adequately trained and developed for their roles.

- ii) Provide oversight to ensure that CEHURD staff are: motivated, remunerated, appraised and undertake staff development programmes, and self-care and wellness interventions;
- iii) Enhance working conditions and systems for CEHURD Staff
- iv) Coach, mentor, develop and evaluate staff as well as motivate good performance and foster the growth of a results-oriented culture.
- v) Oversee and monitor the implementation of CEHURD's human resource manual.
- vi) Provide support to the Human Manager to ensure strategic, effective and efficient human resource planning.
- vii) Work with the various programs and departments to ensure that the organization has a pool of qualified consultants who are deployed appropriately when needed.
- viii) Liaise with the Human Resource and Administration Manager to ensure that the staff separation process is well managed. This includes ensuring legal compliance, paying benefits, organising farewell parties, organising exit interviews, taking any appropriate corrective action.
- ix) Monitor and review performance and, in particular, hold staff accountable for meeting their performance objectives and targets under the operations office and delivering any improvement goals which have been identified; taking decisive action in the case of poor performance.
- x) Manage work allocation within the Operations Office and wider organisation.

8. PHYSICAL RESOURCES AND INFRASTRUCTURE MANAGEMENT

- i) Provide leadership and management of the assets acquisition, maintenance and disposal process guided by relevant policies and the principles of cost effectiveness and value for money.
- ii) Provide leadership and supervision for infrastructure development and maintenance.
- iii) Direct the timely procurement of required materials, supplies, equipment and vehicles, to an appropriate quality, such that the agreed needs of projects and departments are met; ensuring that agreed procedures are followed at all times.
- iv) Provide leadership for procurement processes guided by the procurement manual.
- v) Provide oversight for effective stores management.
- vi) Liaise with the Human Resource and Administration Manager to ensure constant supply of services (e.g. internet, electricity, water, garbage collection, etc); ensuring payments are made on time and managing any related problems and difficulties.
- vii) Ensure that all appropriate insurance policies are in place and are up to date and premiums paid.
- viii) Provide oversight and support to ensure that Information and Communication Technology (ICT) policies are implemented and services are appropriately provided to the organisation and to staff

9. OVERSIGHT FOR MONITORING, EVALUATION AND LEARNING (MEL)

- i) Provide oversight and technical support for the strengthening of CEHURD's MEL function, including the provision of strategic direction for MEL.
- ii) Provide oversight and technical support for the development and implementation of both institutional and project MEL frameworks.
- iii) Guide the operationalization of CEHURD's Performance Management Information System.
- iv) Prepare periodic and other reports of the operations office as required.

10. REPRESENTATION AND PUBLIC RELATIONS

- i) Participate in activities that bolster the image of CEHURD by ensuring public visibility of CEHURD, its work, achievements and impact, in line with CEHURD's core values.
- ii) Promote an organizational culture that aligned with CEHURD's values.
- iii) Promote CEHURD's code of conduct among staff.

11. INSTITUTIONAL GROWTH AND DEVELOPMENT

- i) Oversee the implementation of CEHURD's sustainability plan and regular review.
- ii) Oversee CEHURD's investments.
- iii) Oversee the implementation of CEHURD's security policies and plans.
- iv) Take a leading role in growing CEHURD's reserve fund guided by the institution's reserve fund.
- v) Lead the development and implementation of CEHURD's Risk Management Policy and related frameworks.
- vi) Actively participate in instilling an innovation and creative culture in CEHURD.
- vii) Undertake additional duties commensurate with the level of the post as directed by the Executive Director.

JOB RELATED EXPERIENCE AND KNOWLEDGE:

At least 10 years' work experience with a minimum of at least 5 years' working experience at a senior management level in a reputable organisation.

Must have proven experience in applying for, managing and accounting for grants of at least USD 50,000.

Must have basic understanding of financial management; auditing and project management processes.

Should have experience in the field of health, Human rights and sexual and reproductive health and rights (SRHR) advocacy.

Experience in health systems strengthening.

Extensive experience of managing teams of not less than 10 people at any one time organized in at least two layers of management.

Must have effective communications skills and public relations with evidence of at least 2 publications.

Must have experience in operations, administration, monitoring and evaluation, grant management and governance and leadership.

ACADEMIC QUALIFICATIONS:

Minimum of a Master's Degree in Business Administration or a Master's degree in any one of the following disciplines: Law, Public Health, Health Services Management, Human Rights, or Humanities or a related discipline from a recognised University.

Post graduate diploma in any one of the following disciplines: Law, Resource Mobilisation, Governance or Human Rights will be an added advantage.

SPECIAL ATTRIBUTES:

1. Integrity, Honesty, Transparency and Accountability
2. Confidentiality, tact and diplomacy
3. Flexibility to environment and people
4. Commitment to social justice and excellence
5. Commitment to equality, inclusion and non-discrimination
6. Ability to travel at short notice
7. Ability to work with very limited supervision
8. Result-oriented and ability to meet tight deadlines
9. Respect for individual diversity