



## Head of Office (HoO)

- **Vacancy for:** 1
- **Posted on:** July 1, 2017
- **Deadline:** Sept. 14, 2016, midnight

### Basic Job Information

Job Category : NGO / INGO / Social work  
Job Level : mid  
Offered Salary : None

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### Job Specification

Experience Required : Not Required

### Other Specification

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### Job Description

#### Job Summary

The Head of Office (HOO) will oversee operations in the CRS office in Gorkha and maintain coordination and communication with operations and program personnel based in Kathmandu and Gorkha offices. As the senior staff member responsible for the Gorkha office, the HOO is responsible for security, administration, logistics, communications and other day-to-day operations in Gorkha. The HOO's focus is to assist the Gorkha team in smooth implementation of activities, 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 among staff.

#### Key Responsibilities

##### Representation, Coordination, and Communication

- Lead 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.
- Ensure coordination and compliance with local stakeholders as well as reporting to the District Development Committee, District Disaster Response Committee, and Office of the CDO.
- 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.

##### 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 MQ capacity building needs and organize relevant support via follow up with the country team, the sub-region, the region and/or other CRS support as needed.
- Coordinate support from the country program and Gorkha office for ensuring strong communication with and support to partners.
- Supervisory Responsibilities:
- Supervise and mentor specific staff, especially operations staff, based in Gorkha.
- 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 members of the country management team.
- 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 staff.

### **Budgeting, Financial Planning and Compliance**

- Work closely with finance staff to ensure proper financial management systems are in place and followed.
- Ensure 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 the country program, the sub-region and the region.
- In collaboration with HOP, HOO and CR and the finance team, 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.

### **General Management**

- Lead information sharing and transfer of skills and knowledge within the country program and Gorkha office, and collaborate with other managers to ensure sound communication and implementation.
- Provide support to other peers in the CP/LO as needed.

### **Key Working Relationship**

**Supervisory:** Gorkha office operations team members (with dotted line supervision of finance team)

**Internal:** CR, HoOps, Project Managers, HOP, Operations and Finance Departments, South Asia sub-regional staff, ESA regional staff

**External:** Local partner organizations, local and international organizations, district government officials, donor representatives, community leaders, vendors 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

### **Management Quality/Operations Manager Competencies**

- Promotes Stewardship of Resources
- Ensures Principled compliance
- Proactively Manages Risk
- Leads Operational Improvements

### **Personal Skills**

- Demonstrated ability with managing complex operations, logistics, administration and team management.
- 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 preferred.
- Ability and willingness to work and live in diverse, challenging, complex, and potentially unstable environment.

## Qualifications

- Masters degree in a directly related field, such as management, business administration, human resources or other relevant field; 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 organization and mediation among local actors
- Excellent written and oral communication skills in both English and Nepali
- 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
- Language Required:
- English required, Nepali preferred

**Disclaimer :** This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.

## TO APPLY,

Detailed job descriptions can be obtained by emailing [HRNepal@crs.org](mailto:HRNepal@crs.org)

Please apply by sending a CV with a cover letter to [HRNepal@crs.org](mailto:HRNepal@crs.org) by September 14, 2016.

*Only short listed applicants will be contacted. CRS is an equal opportunity employer committed to a staff composition that reflects the social and ethnic diversity of Nepali Society.*

*Applicants from disadvantaged castes, under-represented ethnic groups, persons with disabilities and women are especially encouraged to apply.*

*CRS' talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.*

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## Applying Procedure

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