

Operations Director at Samuel Hall

Samuel Hall is seeking an experienced and professional Operations Director (OD) to join its team for a full-time position based in our Nairobi (Kenya) Office.

The OD is a newly established role within Samuel Hall and is expected to support the general management of Samuel Hall globally. The person will be an integral part of the Senior Management Team of Samuel Hall and will be required to frequently travel to country-offices as part of their work.



Who we are: Objectives and Ethos

Samuel Hall (www.samuelhall.org) is an independent think tank specialised in field research and social impact. We provide practicable insights to challenging issues in the developing world by providing academic-standard research through primary data collection in areas where researchers do not commonly go. Samuel Hall works with governments, donors, multilateral organisations and INGOs, as well public and private sector entities. We have worked with more than sixty-five organisations worldwide since 2009 through our offices in Afghanistan, Kenya and Somalia covering Asia and Africa.

We look for pro-active, creative individuals who can identify opportunities to make their mark, and identify solutions to problems. We believe in hiring people who can show their ability to be both strong leaders and reliable team members, who have skills that our team currently lacks and who join us to add value from the very start. We hire people who can expand our knowledge, and help us reach our social impact objective in their field of expertise. We work in a fast-paced, demanding and challenging environment: you will need thick skin, passion and dedication!

Job Profile

The Operations Director (OD) is the most senior staff person in Samuel Hall. As such the OD reports directly to the Directors and has the responsibility to ensure that all aspects of SH operations occur as required – ensuring that there is a continual improvement in how SH operates.

The primary tool through which this will be achieved is the Senior Management Team. Beyond other means of daily management of operations, the SMT provides the OD with the ability through engagement with the Directors, PLs, CRs and senior administrative staff to ensure that the goals and objectives of SH remain consistent with the Organisation's Mission and reflect the very best of current organisational practice.

SH is undergoing expansion and as the OD position is newly established it will require adjustments to the situation. The OD will require to exercise flexibility of working hours as well as undertake significant travel to Samuel Hall offices and areas of operation.

Vacancy Requirements

Applicants will need to possess and demonstrate the following qualifications and transferable skills:

- Advanced university degree with a minimum of 4 years of higher education
- At least 10 years of experience in senior management positions
- Preferred background: working in areas of geographic operation (Afghanistan, Kenya, Central Asia/East Africa)
- Complete written and oral fluency in English; fluency in French desirable
- Strong organisation skills
- Excellent communications skills: verbal and written
- Proven leadership and team building abilities

- Strong decision making, action planning, and prioritisation skills
- Exceptional problem-solving skills
- A successful track record in improving productivity, cost control, quality and service
- Strong computer and data analysis skills preferred
- Keen interest in Samuel Hall's approach and agenda
- Ability to adapt and work well within a team
- Ability to cope well under pressure, work occasionally irregular hours and meet tight deadlines

Terms of Reference

Strategic Governance: With guidance from the Directors and through the SMT

- Maintains and ensures optimum delivery of the Global Comprehensive Planning Process (CPP)©
- Provides strategic level planning required to grow, consolidate and continually improve operational performance
- Provides leadership, advice and support to the Finance Manager, Operations Support Manager, Country Representatives and Pillar Leads
- Ensures policies and procedures are in place to enable the development, delivery, monitoring and evaluation of all SH activities
- Ensures adherences to SH, client, country and international standards, rules and regulations for all activities.
 - Acts for the Directors in their absence.

Operational Management: Responsible for all resources required to implement SH Vision and Mission objectives.

- *Country Offices*
 - Directs and supports the Country Representatives (CR) providing strategic oversight of all HR activities to ensure that SH consistently operates in a manner that fully and proactively supports delivery of the CO CPP© and those of Research Proposal Teams (RPT)
- *Support Services*
 - Directs and supports the Finance Manager (FM) and administrative teams, providing strategic oversight of all HR, Finance, Administrative, and Logistical activities to ensure that SH operations function efficiently and effectively
- *Security*
 - Directs and supports CRs and RPTs to ensure the safety and security of SH operations and staff
 - Responsible for the effective implementation of any incident or crisis response
- *Internal Communication and Reporting*
 - Directs & supports internal critical information requirements (CIR) to the optimal functioning an on-occasion survival of staff and the organisation
 - Responsible for daily conversations with recorded main and action points available for all SMT to review with
 - The Operations Support Manager
 - The Finance Manager
 - Responsible for reviewing weekly meetings with recorded minutes (done by the minute taker) available for all SMT to review with
 - Directors
 - Pillar Leads
 - Country Representatives
 - Attends all SMT meetings
 - Responsible for updating the Directors on a weekly basis (HR and finance weekly updates, and every month a Global update to be presented to Directors and SMT)
 - Responsible for data management, backups and updating of Project Database and internal coordination tools
- *Procedures and SOPs*
 - Responsible for the development and updating of all relevant procedures and SOPs.
 - Monitors implementation of procedures and SOPs and acts to eliminate obstacles.
 - Participates in Research Planning Teams (RPTs) and advises all RPTs on procedures, SOPs, HR administration and reporting. When deemed necessary, the OD will delegate RPT participation to the staff under his/her supervision.

Summary of Job Description

Employer	Samuel Hall
Location	Nairobi, Kenya
Position	Operations Director
Contract Duration	2 years with a 4-month probation period (renewable)
Gender	Any
Nationality	Any
Salary	Commensurate on experience
Vacancy Announcement	10 March 2017
Vacancy Closure	31 March 2017. Interviews will be conducted on a rolling basis and all shortlisted candidates will be invited to Nairobi for a final in-person interview process.
Preferred Background	Business, Finance, Management or Economics
Minimum Qualifications	Master's degree or equivalent
Requested documents	<p>Each application should be send to careers@samuelhall.org entailing the following:</p> <ul style="list-style-type: none"> • Subject Line: <i>Full name of Applicant</i> – Application Operations Director • Up-to-date CV, • Cover Letter (not more than 2 pages) outlining the qualifications and providing details on all mentioned vacancy requirements • Copies of all diplomas and certifications • Support letters from three references • Additional names of three references
Submission Guidelines	<p>Only complete applications will be considered, and applications with generic cover letters will not be short-listed.</p> <p>Samuel Hall is an equal employer and encourages everyone to apply.</p> <p>Only short-listed candidates will be contacted. If no contact has been made within two weeks of the vacancy closure, the application shall be unsuccessful.</p>