

Job advertisement

Good Neighbors is an international humanitarian development NGO founded in Korea in 1991. It was granted General Consultative Status from the United Nations Economic and Social Council (UN ECOSOC). The aim is to make the world a place without hunger, where people live together in harmony. In Tanzania it was officially established on 2005 and our efforts work towards creating environment where children's rights are protected and sustainable development of communities through empowerment, leadership and ownership.

Good Neighbors Tanzania is looking for individuals to join our highly motivated team in the following role;

Position: Operations Manager

Reports to: Country Director

Location: Head Office, Dar es Salaam

Contract Duration: 1 Year (Contract extension is subject to funding availability, performance or/and mutual agreement).

Under the overall authority of the Country Director (CD) of Good Neighbors Tanzania (GNTZ), the Operation Manager is responsible for direction, management and oversight of all aspects of Operation, Sponsorship Service and Income Generation Departments, ensuring that policies and procedures are followed according to organization needs and communities in general. He/she will be involved in operations, communications, planning programs, Design, Monitoring and Evaluation (DME) and budgeting as well as staff management, mentorship and development.

Duties and Responsibilities

- Supervision of Operation, Sponsorship Service and Income Generation Departments which includes;
 - Day to day directions and monitoring of progress of work.
 - Ensure office annual plans, job description and team individual plans are set annually and followed for implementation.
 - Assist on staff planning and recruitment based on office needs.
 - Conduct staff performance evaluations according to organization schedules, requirements and procedures and support management in making decisions following performance results.
 - Conduct office meetings every month and assess status and progress of work.
 - Prepare, check, review and approve reports, staff applications, work plans, BRQs, FSS and other documents within the department, ensuring accuracy, quality, compliance and timely submission.
 - Ensure operations, procedures and systems are efficient and implemented based on organization needs and requirements.
- Oversee research for establishment of new Community Development Projects.
- Coordinate and establish partnership with government and non-government organizations in the community.

- Review and consolidate, and submit thematic/periodic reports, annual action plans (including Log frame, working budget plan, and yearly action plan) and activity plan in all assigned Community Development Projects.
- Consolidate and submit Operation team monthly report (Present finding key indicators to SMT monthly meeting).
- Planning, Implementing and finalizing procedures and projects construction works (Annual construction plan should be submitted).
- Collect, review and submit monthly progress reports with statistical data of all Area Offices.
- Organizing meeting with community in all assigned Community Development Projects including other stakeholders relating operation department activities.
- Overseeing and organizing monitoring and evaluation of all assigned projects including setting M&E plan, tools and submit analyzed report.
- Plan, execute and manage project development from beginning to end.
- Liaison with project stakeholders on an ongoing basis.
- Draft and submit budget proposals and recommend subsequent changes where necessary.
- Organize periodic/regular meeting and preparing and submitting meeting minutes to CD
- Develop network and partnership with national/regional/international institution, keeping abreast of environmental, economic, social, political and religious conditions in country.
- Facilitate the implementations of all mandatory services directly delivered to the sponsored children/families including monitoring programs CIF/GML/ACL/APR & Home Visiting in relation to 2023 POA.
- Review and maintaining proper records of all children data according to the sponsorship status, age, gender, and basic information's [Family/Education/Health] for proper monitoring and management.
- Communicate with IHQ/GPC/management on sharing any Country Plan/Report/Cases related to sponsorship management and responds to any inquiries raised.
- Communicate with Stakeholders [Co NGO/ LGAs] on strengthening partnership during activity/program implementations.
- Facilitate partnership with stakeholders/beneficiaries [CDCs, teachers, LGAs, parents or children] on monitoring and managing different child case through attending different meetings/seminars for the project sustainability.
- Planning, controlling and monitoring of all budgets related to child case management and development including; POA preparations, Prepare and implement activity working budget plan, Compliance of financial/procurement procedures, ensuring sponsorship budget expenditure is not less than 80% of each month.
- Organize, conduct and coordinate conferences, seminars, workshops and other events for income generation participant groups.
- Manage group loan program and prepare loan repayment plan and data base.
- Prepare/Revise concept note and proposals for Income Generation projects.
- Cooperative organizing and building capacity for cooperatives establishment.

- Schedule and participate in regular meetings with Income Generation group participants and associated beneficiaries.
- Partner with project stakeholders for effectively plan, implement and monitor income generation activities, prepare and submit timely semiannual and monthly reports.
- To maximize any new business development opportunities identified across any area that could generate additional income to the community.
- To ensure all necessary legal and financial issues around income generation are appropriately fulfilled.

Qualification, experiences and competencies

- A University Degree in Social Studies, Economics Development Planning, Community Development or related field.
- Minimum 8 years relevant work experience in Community Development Projects
- Minimum 5 years' experience in management level.
- Exceptional time, task, and resource management skills.
- Strong problem solving, critical thinking, coaching, verbal and written communication skills.
- Project Management – Competent and experienced in project planning, implementation, Monitoring, evaluation and redesigning, budget development tracking and reporting.
- Interpersonal – Relates and works very well with people from different cultures with diverse groups of people in multicultural, team-oriented environment and backgrounds.
- Computer proficiency in Ms Word, Excel, Power point, and Internet access.

Other Competencies/Attributes:

- Ability to multi-task, ability to handle pressure well, ability to improvise, flexibility, adaptability to transitions
- Sincerity, patience, tact and the ability to earn the trust of others
- Good motivational organizational skills
- Perform other duties as may be required
- Relationship Management
- Teamwork and working with Other
- Beneficiaries Focused
- Stakeholder Relationship Management
- Community Development Techniques

Application Instructions:

- All interested candidates, who meet the above requirements, please [Click here](#) to apply for the position on or before 02nd January, 2024.
- When applying please attach detailed curriculum vitae containing complete names and addresses (postal, email, phone), together with names and contact details of three referees **(one should be current or previous employer)**.

- All applications should be addressed to Country Director, Good Neighbors Tanzania, P.O. Box 33104, Dar es Salaam.
- Only shortlisted applicants will be contacted through their active mobile numbers and email addresses.
- Good Neighbors Tanzania will not be responsible for transport or/and accommodation during the interview, there will be no refund for the expenses incurred.
- Good Neighbors Tanzania has a zero tolerance to any harm or sexual exploitation and abuse against any beneficiaries (or program participants). Safeguarding and Protection from Sexual Exploitation and Abuse (PSEA) is everyone's shared responsibility and all GN employees and partners are required to adhere to GN's Code of Conduct both during and outside working hours. Familiarization with and adherence to the GN Safeguarding Policy and Code of Conduct is an essential requirement of all employees and partners, in addition to related mandatory training. All applicants interested to work with GNTZ must ensure that they understand and act in accordance with this clause. Please [Click here](#) to access and review GN Safeguarding Policy.