

Operations Director, WV Jerusalem West Bank Gaza

Town/City: Jeruslaem

Category: Field Operations

Job Type: Fixed term, Full-time

***Please submit your CV in English.**

PURPOSE OF THE POSITION:

The Operations Director provides overall leadership to the Operations team in World Vision Jerusalem West Bank Gaza (WV JWG). As a senior leader in WV JWG, the Operations Director is responsible to foster an enabling environment to ensure the successful implementation of on-time, efficient, effective, quality programmes that enable WV JWG to achieve World Vision's strategic objectives, WV JWG's national office strategy, and the well-being of children in the occupied Palestinian territories. The role includes overseeing the implementation of the private and public programme portfolio, including leadership development and staff care of a large team composed of zonal and technical staff, as well as associated systems, security procedures, risk management, safeguarding, and compliance. The role includes a high level of internal and external engagement and coordination across departments within WV JWG and with government and civil society partners.

KEY RESPONSIBILITIES:

Ensure Operational Efficiency and Effectiveness:

- Oversight: Provide strategic and operational oversight of the programme portfolio, ensuring mechanisms and tools are in place for effective/accountable implementation of projects (end on time, on target, and within budget) across all funding types (i.e., sponsorship-funded area programmes, government grants, and other private funding).
- Implementation: Develop a culture of excellence with regards to the planning and implementation of projects, including periodic and targeted reviews of challenging projects to ensure completion and optimum expenditure rates.
- Coordination: Spearhead coordination between teams with Operations (such as zones, technical leads, and sponsorship) as well as with other departments (such as Evaluation, Learning & Accountability (ELA), Supply Chain and Finance) to promote information sharing, joint planning, and problem solving.
- Leadership: Develop and communicate National Office systems, guidelines, and strategic initiatives.

- **Quality and Rigor:** Ensure effective support mechanisms are in place to facilitate quality programmes with technical rigor in child protection, early childhood development, education in emergencies, and youth resilience in accordance with World Vision's project models.
- **Inclusion & Vulnerability:** Ensure effective support mechanisms are in place to enable programmes to identify, include, and benefit the most vulnerable children, and report their impact on these children.
- **Partners:** Manage the implementation of consortiums in coordination with National Director.
- **Empowerment:** Foster a culture of trust and mutual respect with the aim of empowering staff to take on more responsibility and to grow field staff's contribution to addressing challenging context issues.
- **Resourcing:** Ensure programs have the necessary resources and competencies to live out WV's Christian faith with boldness and humility through programme choices and through clear, appropriate communication with external stakeholders.

Foster Operational and Programmatic Planning, Reporting and Technical Quality:

- **Planning:** Ensure there are clear annual operation plans for all area programmes and operations based on WV JWG's strategy and operational plan. Facilitate and be accountable for the execution and monitoring of strategies and annual operation plans in alignment with all World Vision and governmental requirements.
- **AP Lifecycles:** Provide leadership and support to Operations staff in planning for and developing area programmes (APs) according to their lifecycle, which includes new areas, including area selection and needs assessment, development of project designs, writing and submission of concept papers and project proposals, as well as managing transitions and closures with AP steering committees.
- **Learning & Accountability:** Ensure all programs comply with World Vision's Learning with Accountability & Planning (LEAP) standards. Activities to support this include procuring human resources, funding, training, and one-on-one coaching to ensure strong compliance and best practice.
- **Technical Excellence:** Ensure Operations provides technical excellence across all programmes by ensuring clear roles and responsibilities as well as collaboration and constructive behavior between zonal staff, sponsorship staff, and technical leads.
- **Technical Roles & Responsibilities:** Ensure roles and responsibilities for technical planning, accountability and rigor are clear across zonal staff and technical leads, and in alignment with theory of change based programming and World Vision's project models as well as responsive to evidence.
- **Sponsorship:** Ensure all sponsorship programming complies to and achieves World Vision's standards. Support sponsorship teams in national and AP offices to ensure WV partnership sponsor relations service standards are met. Support and monitor the deployment and decentralization of new Sponsorship information management systems, the

continued learning and sharing of good practice, constructive and close relationships between Sponsorship and other aspects of AP operations.

- **Integration and Community Engagement:** Champion integration across technical areas as well as transformational development through WV JWG's hybrid programme approach, which guides community engagement in the unique context of the occupied Palestinian territories and its protracted crisis.
- **Adaptive Management:** Develop and implement effective systems for strategic and adaptive management, ensuring operational plans are in place and programs are able to make necessary adjustments to plans and budgets during implementation, in the interest of continuous improvement.
- **Sustainability:** Ensure program plans include clear strategies to strengthen the sustainability of outcomes.
- **Reporting:** Ensure all reports are high quality, developed in coordination with ELA, and submitted on time to donors and support offices through relevant systems.
- **Humanitarian Standards:** Champion key humanitarian standards and sector standards in the National Office and at the field level.
- **Strategy & Context:** With the other members of the Leadership Team and the Impact & Results Team, provide leadership in strategy formulation, and align WV JWG's national strategy to local context and local development realities.
- **Safeguarding:** Ensure Safeguarding standards are championed and upheld throughout the organisation.

Support External Engagement:

- Ensure Operations serves critical roles in WV JWG's overall external engagement plan, including ensuring that technical leads represent WV in clusters and to government ministries, report back key information, use evidence in their representation, and use targeted messages in alignment with the external engagement plan.
- Ensure technical leads contribute to the development of high quality proposal in coordination with Grants Acquisition & Compliance as well as review key communications pieces (such as print and social media) to ensure technical accuracy.
- Strengthen awareness of WV JWG's Program both within and outside of the WV Partnership.
- Develop strategic networks enabling World Vision to leverage a collective voice in favour of children and families, communities, and partners.
- Ensure representation of WV's strategic pillars with government and partners.
- Foster a spirit of engagement with other agencies to promote better coordination, joint action, and partnership.

Foster Risk and Compliance Culture:

- Support the National Director by serving in a lead role for business continuity through an integrated risk management approach, including security, financial, operational and reputation risks by developing contingency plans and scenarios.
- Ensure all organisational policies, procedures, and compliance regulations are in place, understood, and followed.
- Ensure awareness of donor and Support Office requirements, including the timely preparation and submission of quality narrative and financial reports.
- Ensure that audit reports are responded to and recommendations implemented within approved / agreed timeframes.
- Lead the identification and resolution of challenges that impact audit compliance and/or contribute to risk.
- Cultivate an atmosphere of good stewardship, accountable ministry, and diligent compliance with internal and donor-imposed processes.
- Cultivate an atmosphere of trust for the creation and delivery of high quality, effective, and accountable programming with healthy burn rates.

People Management and Capacity Building:

- Promote high team morale, especially within highly stressful fragile contexts and environments.
- Ensure quality staff are attracted, retained, and developed to effectively work within a fragile context.
- Ensure there are clear and deliberate retention plans specific to individual staff members and succession plans in place.
- Effectively line manage and coach Zonal and Project Managers, ensuring a shared vision, teamwork, effective communication, and active engagement in decision making and management approaches, as well as ensuring staff care measures are in place and followed.
- Champion performance management mechanisms, ensuring full participation and quality results to promote staff engagement and a culture of excellence.
- Promote Operations as 'One Team'.
- Visit AP projects, communities and operations area offices and teams for the purposes of: regular interaction with children, women and men within families and communities that are the primary stakeholders of WV's transformational development ministry as well as morale and understanding of progress.

- Ensure capacity is built among Community Engagement and Social Change (CESC) staff and with community monitors for effective transformation and response to varying levels of fragility across the West Bank.
- Promote WV Christian identity and values in working environment and lead by example.
- Lead or participate in spiritual sessions of prayer and biblical reflection with staff.
- Be committed to actively working and living in accordance with WV's Mission, Values and Christian beliefs.
- Cultivate an atmosphere of staff empowerment and motivation leading to active participation in programme initiatives, lead by example, and actively engage with all staff.

Ensure Safe and Secure Working Environment:

- Ensure security and risk mitigation measures are in place and in use in coordination with WV JWG's Security Lead.
- Ensure adherence to Core Security Requirements among Operations and in the zones.
- Ensure that staff have the necessary tools to complete the tasks as assigned to them, including, but not limited to, communications tools such as telephones, radios, and internet access.
- Lead the timely implementation of security recommendations.
- Promote a culture of security awareness and risk reduction amongst staff.

KNOWLEDGE, SKILLS AND ABILITIES:

- Advanced degree in Developmental Studies, Public Policy, International Relations, Business Management, or any relevant Social Sciences and/or 8+ years of experience in a combination of emergency response, development programming, and/or fragile contexts.
- Experience in development programmes with a clear contribution to ensuring technical rigor. Experience with sponsorship programming preferred. **Please note, while the context holds much complexity and carries significant risk, World Vision's program is substantially a 'hybrid one' with a focus on development in a fragile context and nexus programming rather than primarily emergency response or disaster management. Development principles and knowledge of addressing poverty is essential.
- Minimum of 5 years of progressive management experience in complex/protracted environments with at least sub-

national fragility.

- Proven ability to manage a large and diverse programme portfolio with multiple donors.
- Familiarity with EU, USAID/OFDA, UNICEF and other grant compliance and procedures.
- Capacity to provide solid leadership within fragile and/or complex contexts.
- Ability to be agile and possesses strong decision-making skills.
- Possesses strong problem-solving skills and is a proactive problem solver who is able to unravel and solve multiple complex challenges in an agile and efficient manner.
- Must possess knowledge of humanitarian industry, including Sphere standards, HAP, NGO Code of Conduct, and Humanitarian Charter.
- Must possess experience in staff security, safety management, and staff care within a complex, insecure, and fragile environment.
- Must have experience in programme design, monitoring, and evaluation in complex contexts.
- Proven financial, logistical, and procurement management skills.
- Strong ability to work with various partners, local authorities, local organisations, and NGOs to develop and maintain positive external relationships.
- High emotional intelligence and rooted in Christian values.
- Very strong organizational, management and negotiation skills.
- Demonstrates well-developed interpersonal skills.
- Must possess sound people management skills and effective cross-cultural / pluralistic context capabilities.
- Excellent communication skills, both verbal and written, with computer proficiency.
- Must adhere to pre-determined security standards.
- Ensures gender perspective in the scope of work.

Work Environment/Travel:

- The position requires ability and willingness to travel domestically and internationally 25% of the time.