

# Senior Director of Operations – Ministry Impact & Engagement

Location: [Asia & Pacific] [Thailand]

Town/City: Bangkok

Category: Field Operations

Job Type: Fixed term, Full-time

**\*Preferred work location: Bangkok, Thailand. Other locations to be determined by home country of successful candidate within Asia where WVI is registered to operate.**

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

## PURPOSE OF POSITION:

This role reports to the East Asia and South Asia & Pacific Regional Leaders (RLs), leading the operational performance for Ministry Impact & Engagement Group (MI&EG) of the Asia Pacific (AP) Region, in alignment with the World Vision Partnership's Global strategic direction. This position is the operational lead for the regional office staff within the MI&EG and provides leadership on issues for these functions, coordinates regional support to the national offices, and monitors the national office performance in the areas under MI&EG, which includes but is not limited to: Advocacy, Program Quality & Effectiveness, HEA, F&D and Strategy.

This role seeks to maximize impact for Children, through assuring programme quality that is fully aligned to World Vision global strategy, Our Promise. This role collaborates with the SDO for Strategic Solutions Team(SST) to minimise risk.

The Senior Director, Operations (SDO) for MI&EG will ensure that regional Ministry Impact & Engagement functional leaders work collaboratively within MI&EG and with the SST functions, across the Regional Office and with the Global Centre for the primary purpose of providing operational support to the national offices. Under the leadership of the SDO for MI&EG the Regional Office will provide performance monitoring of the National Offices based on key directions and indicators within the Ministry Impact & Engagement functions at the global level and regional level; establish and facilitate business processes around performance monitoring of national offices and performance management of NO senior

management team.

## KEY RESPONSIBILITIES:

***Lead in Operational Management (excellence in execution):***

- As the primary responsibility is to lead the operational performance of the region, the SDO for MI&EG will ensure that Ministry Impact & Engagement functions work collaboratively across the regional office and with the Global Centre for the primary purpose of providing operational support to the National Offices (NOs).
- Provide performance monitoring of National Offices based on key directions and indicators at the global level and regional level. Establish and facilitate business processes around performance monitoring of national offices. Support the Regional Leaders to identify linkages between performance monitoring of national offices in Ministry Impact & Engagement functions and performance management of NO senior management team as appropriate.
- Ensure Partnership core initiatives and GFO strategic framework are implemented in a timely, effective and efficient manner.
- The SDO for MI&EG will have primary or shared oversight for the following functions.

***Quality Assurance & Effectiveness:***

- Ensure the integration of quality assurance practices in all programmatic and functional areas across the region.
- Support National Offices to develop and implement appropriate child protection and advocacy strategies and ensure WV is positioned as a leading NGO in promoting the well-being and rights of children within the country context to deserve public and stakeholders' confidence and trust.
- Ensure that Sponsorship across the Region is well integrated into programming, contributing to strategy implementation and compliant with quality and operational standards.
- Ensure programme effectiveness and monitoring activities are in place, tracked, and reported.
- Lead evidence of impact and research initiatives at regional level to strengthen influence, income and impact.

***Strategy:***

- Ensure alignment of FOs to the global strategy, Our Promise.
- Support National Offices to develop and implement their National strategies.

***Advocacy & External Engagement:***

- Provide strategic leadership to ensure effective implementation of global Advocacy Strategic guidance and plans.
- Provide advice to National Offices to adapt Global Advocacy strategy in the context of Asia Pacific.
- Support Regional Advocacy Director to promote external engagement with Donors, Government and key stakeholders in the region.

***Faith and Development:***

- Ensure that National Offices have high quality and context appropriate F&D strategy and operations plan that meaningfully contribute to strategy implementation.

***Humanitarian Emergency and Affairs (HEA):***

- Provide operational oversight to all CATEGORY II and III Emergency Relief responses in the Region in coordination / consultation with global HEA.
- Support National Offices to integrate disaster management and response into strategy and programmes.

***Leadership and Execution of Strategic Plan:***

- Ensure alignment and integration of Regional MI&EG Action Plan and Goals in alignment with overall WV Partnership strategy and goals.
- Working with Global Impact Leadership Team to provide leadership for aligning Regional Action Plans with Partnership Strategy and implications in budget for the Regional Office. Provide support to the RLs and coordinate closely with the SDO-SST.
- Provide leadership to Regional MI&EG, including performance management and development. Mentor, coach and facilitate the career progression and leadership development for members of the regional team, especially identified top talent.
- Ensure appropriate energy and focus is put into supporting the MI&EG Group in managing as twin citizens in a matrix environment.

***Other responsibilities that include, but are not limited to:***

- Liaison / coordination with partnership entities as needed for planning and problem solving purposes in relation to regional operations. e.g. Global Centre Departments, Support Offices (International Programmes Groups), other regions.
- Technical external relationships/representation. Develop relationships with external agencies core to our operations, liaising closely with those responsible for external relationships and representation to ensure aligned approach to our partners.
- Other regional-specific responsibilities and as tasked by the Regional Leaders.
- Active contribution and leadership in spiritual nurture of staff.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- 10 years of experience in providing operational leadership in more than one function or country. National Director's experience and working in different contexts/countries preferred, Programming experience essential.
- Master's degree preferred, in economics, business administration, public administration, international development or related field.
- Proficiency in the English language.

***Preferred Skills, Knowledge and Experience:***

- A deep and broad understanding of business operations within World Vision.
- Significant multi-cultural leadership and management experience in Asia preferred.
- Professional maturity to provide counsel and expertise as well as actionable feedback. The ability to identify the highest leverage changes required and the self-confidence to work with senior executives, challenging their perspective as appropriate, to achieve buy in for key changes and/or initiatives. Demonstrates an appropriate sense of urgency while remaining calm and in control under pressure. Strong team leader versus authoritative leader.
- Strong Christian commitment, spiritual maturity and discernment evidenced by life and character including active and regular fellowship with other Christians.
- Proven ability to support an organization through change and growth.

- Well-developed interpersonal skills.
- Outstanding operational and programmatic skills and strategy management.
- Excellent communication skills, both verbal and written, as well as negotiation and administrative abilities.

***Work Environment/Travel:***

- Up to 25% of travel required.