

Tanzania Chief Operations Officer



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JOB DESCRIPTION

Position title: Chief Operations Officer, WWF Tanzania

Reports to: Country Director

Supervises: Department Leads for Operations, Finance, People and Organizational Development, Others to be Determined

Date: May 2017

I. Context

WWF, the world's leading international conservation organization, has embarked on a global change process known as 'Truly Global', focused on promoting ever greater vision, cohesion and conservation impact across the WWF global network. Truly Global recognizes the need for WWF to have strong organizations and influential teams operating in WWF Country Offices, able to make critical contributions toward the achievement of WWF's global goals and organizational mission.

An important element of this vision is to support strong WWF country offices in Africa, Asia, and Latin America offices that are embedded in civil society, have clear and focused strategies, strong and viable funding models, ability to constructively engage on policy and technical issues with top decision-makers, can attract and retain top talent and strong leadership at all key levels, and maintain the highest standards of accountability and responsibility.

WWF Tanzania has launched an ambitious "change design" process in keeping with the Truly Global vision, and is poised to greatly elevate its ability to influence conservation and sustainability as Tanzania undergoes rapid change and economic development.

II. Key Roles

The Chief Operations Officer will play a critical leadership role in guiding and shaping WWF-Tanzania's organizational development to meet the challenges of a global organization determined to effect genuine change. The position will be highly strategic in nature, ensuring continual growth, innovation, and efficiency for the organization to operate at the highest levels.

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The Chief Operations Officer oversees the management and effective integration of Operations for WWF Tanzania to ensure high performance, efficient operating systems, and the ability to enhance delivery of complex conservation programs and results. The Chief Operations Officer is instrumental in improving organizational policies, procedures, and management systems, and ensuring compliance with WWF's organizational policies and procedures, globally accepted norms and best practices in NGO operations as part of the Truly Global Network of WWF offices.

The Chief Operations Officer reports directly to the Country Director and plays an integral role as a member of the Senior Management Team with a broad understanding and ability to advise the Country Director on all major business and organizational areas.

III. Functions

The Chief Operations Officer has a range of strategic functions as well as operational responsibilities to ensure high performance of key operating departments. The position will support and advise the Country Director on key matters related to these functions.

STRATEGIC FUNCTIONS

- Guide the organizational change process and deliver continual improvements in key operational areas, elevating WWF-Tanzania's profile as a leading Tanzanian 'partner of choice' and a WWF Country Office recognized globally for its operational effectiveness.
- Exercise leadership on bringing holistic organizational growth and effectiveness of operations as an integral member of the WWF Tanzania Senior Management Team.
- Provide strategic thought and leadership on developing and oversee the implementation of financial sustainability and business planning.
- Provide strategic input on engagement of a WWF-Tanzania Advisory Board.
- Serve as the WWF Network focal point for WWF Tanzania on regional and global operational issues.
- Develop and ensure implementation of the Information and Communications Technology strategy to deliver outstanding day to day service to the organization.

OVERSIGHT AND OPERATIONAL FUNCTIONS: The position does not duplicate the role of the Department Leads for the following functions, but rather provides leadership, guidance, and support to ensure top flight performance and coordination among departments in carrying out their functions.

- **Financial Management and Legal Compliance:** Works with the Head of Finance and team to ensure that key processes are carried out and align with organizational and donor standards including: financial transactions, bookkeeping, accounting, and financial reporting of the organization; financial planning process, financial management policies and accounting practices. Reviews and analyzes financial reports and information and ensures that accurate and timely financial reporting

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to headquarters, donors and program leads is taking place. Supports and advises the CD in decision making, budgeting. Reviews reporting and monitoring of TCO Financial Management performance metrics, ensures maximum cost recovery following institutional policies, and reviews audit findings. Reviews and monitors contracts and ensures compliance of organizational and donor requirements and policies. Consults with CD on contract anomalies and takes appropriate corrective actions.

- **Human Resources:** Works with the Head of the Human Resources and team to ensure the successful implementation of the human resource strategy including, recruitment, hiring, and compensation; benefits administration and oversight; professional training and development, including new employee orientation; retention and succession strategies; regulatory oversight and legal compliance; ensuring that the human resource function is properly resourced and represented within the senior management team.
- **Program Operations and Administration:** Works with the Head of Operations, Field Office Coordinators, Conservation Program Coordinators, and others to ensure highly effective program operations across the organization. Ensures that risk management and legal activities (letters of agreement, contracts, leases, and other legal documents and agreements) are meeting organizational standards; reviews business insurance, procurement, monitoring and management; ensures the ongoing maintenance and updating of information systems and infrastructure; provides guidance and leadership on improving TCO metrics and measurement reporting process to ensure high quality reporting; ensures smooth daily operations of physical plant and equipment for all WWF-Tanzania field offices; supports the establishment and effective engagement of the WWF Tanzania Advisory Board; promotes effective communications and information flow among key departments and ensures that enabling systems and mechanisms are in place.
- **Business and Financial Sustainability Plan.** Leads the development and implementation of the WWF Tanzania Financial Sustainability Plan to ensure long-term financial sustainability of the organization and alignment between long-term programmatic, financial, and business objectives.
- **Focal Point for WWF Network Operational Issues:** Represents WWF Tanzania for WWF Network operational issues including supporting “regional” functions housed or based in WWF Tanzania. Actively engages at the Network level – with the Regional Africa Office, Secretariat, WWF Tanzania stakeholders, etc. - on operational issues such as finance, cost recovery, and human resources. Demonstrates experience, insight, and leadership in working with the WWF Global Network on operational issues.

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IV. Profile

Required Qualifications, Skills, and Competencies

- The successful candidate will possess excellent team building, organizational, analytical, and communications skills. He or she will be performance driven with the ability to motivate and develop human potential.
- Advanced university degree (Masters) in Business Administration or Management. A CPA is an added advantage.
- Track record of 10+ years in a senior role successfully developing, leading, and managing large-scale programmes and/or organizations in the field of conservation, natural resource management, international development, and/or other related fields.
- Demonstrated experience in financial planning and analysis, contracts and legal compliance.
- Skills mix should include organizational development, human resource management, budget and resource development, strategic planning, and familiarity with information technology.
- Strong skills in program and project planning, financing, management, implementation, and evaluation;
- Excellent people, team building to facilitate the work of others, communications skills (English and Swahili) and ability to create and excel in a dynamic working environment.
- Initiative, judgement, flexibility, attention to detail, ability to prioritize and work effectively under time constraints, service to others, and solution oriented.
- Personal qualities of integrity, credibility, and commitment to the mission of WWF-Tanzania.
- Knowledge of NGO institutional and legal frameworks in Tanzania. Familiarity with Government Bilateral and Multilateral Assistance Agencies is desired.

Prepared by POD Manager _____ Date: _____

Approved by Country Director _____ Date: _____

Accepted by Staff member: _____ Date: _____