

## Program Operations Manager

**Location: Mwanza, Tanzania**

### DESCRIPTION

The Touch Foundation is a not-for-profit organization dedicated to bringing vital healthcare services to the people of Sub-Saharan Africa, with the greatest unmet need. Touch is improving access to healthcare by training healthcare workers such as physicians, nurses, lab technicians and ensuring that the trained healthcare workers are treating patients in the areas where the greatest need exists. For more information about Touch Foundation, please visit our website [www.touchfoundation.org](http://www.touchfoundation.org).

We are seeking a Program Operations Manager to play a leadership role in program operations and implementation in Tanzania.

### ESSENTIAL JOB FUNCTIONS:

Working directly with the Senior Vice President (Head of Program) and the Managing Director, the Program Operations Manager will be responsible for coordination of program operations and execution on the ground in Tanzania. This role will provide unique exposure to operations management and execution of programs and projects in a developing country setting. The role is particularly exciting as we are in the midst of launching a new program “Treat and Train.” This new program will build upon our past successes to link together critical stakeholders, including donors and implementation partners, to deliver significant improvements to the health system in the Lake Zone region of Tanzania.

The Program Operations Manager will oversee the delivery of programs while ensuring compliance with donor requirements and country legal requirements, and will provide organizational leadership in the daily activities of the program team on the ground in Tanzania.

### RESPONSIBILITIES AND TASKS

#### Program Development and Project Management

- Ensure the high-quality delivery of programs in Tanzania that meet the needs of stakeholders and donors, in collaboration with program team, implementation partners and organizational leadership;
- Serve as project manager on a major program initiative while working with program team to monitor the full suite of programs in country, measuring impact and calibrating program strategy and implementation accordingly;
- Define program priorities, plans and long-term strategy through close collaboration with the Senior Vice President and organizational leadership; manage and modify, as necessary, program implementation based on existing in-country realities;
- Ensure that program plans reflect available resources, responding to fundraising gaps and/or operational adjustments as needed;
- Manage in-country programs and funds with the highest quality standards and with a focus on documenting and communicating results;

- Manage budgets within approved spending levels and ensure accurate and timely reports to finance team;
- Collaborate with Monitoring and Evaluation Coordinator to oversee the implementation of monitoring and evaluation system and on-going monitoring processes of projects and maintain effective project reporting, evaluation and communication systems;
- Oversee and manage donor reporting, drawing from the monitoring and evaluation system for overall program results as well as for specific projects;
- Update senior leadership on program developments;
- Maintain effective and positive internal communications with geographically diverse team;
- Work with program team and organization leadership to identify prospective funding organizations and implementation partners; strengthen existing funding and implementation partner relationships;
- Keep informed of best practices to ensure that the project's work remains highly innovative, professional and fully succeeds despite the many challenges.

### **Financial Management**

- Working together with program and compliance team, ensure absolute financial compliance both with U.S. laws and donor requirements;
- Identify potential resource constraints and collaborate with organization's leadership as necessary to ensure the program's financial sustainability.

### **Staff Management and Development**

- Develop and manage a team of staff and partners, strengthening the capacity of program staff and partners;
- As necessary, participate in the recruitment and selection of highly qualified staff, providing information on country living and working conditions;
- Ensure that country policies, contracts, and procedures and processes conform to national labor laws;
- Ensure compliance with organizational policies and procedures;
- Ensure security and evacuation plans are in place whenever necessary.

### **Organizational Representation**

- Develop and maintain proactive, positive and professional relationships with all of our local stakeholders, including implementation partners and prospective partner organizations, other NGOs, donors, clients, key government officials, etc.;
- Maintain regular written and oral reporting to leadership on key program and staff issues;
- Lead activities aimed at building visibility and presence in-country, potentially including leading tours of program sites, organizing and leading donor trips and cultivating potential partnerships in-country.

**As job descriptions cannot be exhaustive, the Program Operations Manager may be required to undertake other duties that are broadly in line with the above key duties.**

## QUALIFICATIONS OF SUCCESSFUL CANDIDATE

### Knowledge, Education and Experience

- Masters or Doctorate degree in relevant field (e.g. MD-MBA/MPH, MBA, public health, medicine, international development or related fields); combined with a minimum of 5 years of relevant experience including:
- Excellent experience in project management, with multiple grants and donors, preferably in a USAID-funded and developing country context;
- Demonstrated excellent management experience, including financial management and donor reporting skills;
- Experience working with donor regulations; information analysis and report writing;
- Experience in capturing results and overseeing reporting, monitoring and evaluation systems;
- Good judgment and discretion to represent the Touch Foundation in a highly professional manner, as well as respect for local “culture.”

### Skills

- Strong analytical, leadership, organizational and problem solving skills;
- Excellent attention to detail;
- Superior organizational and planning skills for balancing multiple projects and responsibilities;
- Ability to respond to shifting needs with flexibility while maintaining a positive approach and sense of humor;
- Ability to multi-task while leading a complex team;
- A problem-solving approach to challenging situations;
- Solid relationship-building skills: ability to interface with external constituents;
- Strong written and oral communication skills;
- Ability to proactively work independently and as an effective team member;
- Comfort with managing multiple assignments in a dynamic, developing nation context;
- Capacity to contact and interact openly, honestly, and professionally with individuals in a culturally appropriate manner;
- Excellent skills in the functional use of Excel, PowerPoint and Microsoft word.
- Minimum two year commitment.

## ORGANIZATIONAL RELATIONSHIPS

**Reports to:** Senior Vice President, Managing Director

**In consultation with:** CFO; Head of External Affairs, Tanzania

**Partners / Primary Stakeholders:** USAID; Implementation Partners; Host Institutions

**LIVING CONDITIONS/ENVIRONMENTAL CONDITIONS:**

The position is based in Mwanza, Tanzania.

Touch Foundation team members represent the organization both during and outside of work hours when deployed on an in-country posting. Staff are expected to conduct themselves in a professional manner and respect local laws, customs and Touch Foundation's policies, procedures, and values at all times and in all in-country venues.

Touch Foundation, Inc. is an equal opportunity employer (M/F/D/V).

**TO APPLY**

Qualified candidates should send a cover letter and resume to [Touch\\_Foundation\\_Jobs@McKinsey.com](mailto:Touch_Foundation_Jobs@McKinsey.com)