



POSITION: Operations Manager

REPORTING TO: Country Director

REMUNERATION: circa ZAR 800,000 gross/annum, depending on experience

LOCATION: Gauteng, South Africa

START DATE: ASAP



Background

One Child One Family Hope and Homes for Children South Africa (HHCSA) is an independently registered Not-for-Profit organisation working in South Africa. As a key part of the global charity Hope and Homes for Children, our mission is to be the catalyst for global elimination of institutional care of children. We have set ourselves ambitious targets. Our ten-year aim is that by 2030, worldwide, orphanages will no longer be an acceptable way to look after children. Our values are excellence, courage, and integrity. We have proven our approach is effective across a wide variety of contexts; moving children out of orphanages to safety, and reforming childcare systems from the top down to make family-based care the norm.

One Child One Family HHCSA is ideally positioned to act as a knowledge partner to the Government and non-government stakeholders involved in the child protection and care system in South Africa at national and provincial level. We commenced work in Care Reform in South Africa in August 2015, with the national assessment of children living in institutional care 'Children Count – A snapshot of Institutional Care'. This in-depth assessment covered all nine provinces of South Africa, with a dataset of 3 145 children. We are acknowledged for our work in Care Reform; and have a formal memorandum of understanding with the Department of Social Development, Gauteng - to support Care Reform across the province with the objective to provide the National Department of Social Development with the contextualised model and process flows to enable Care Reform to be rolled out across South Africa by 2024 – 2026.

We also support the Children's Courts where relevant, especially in complex cases requiring oversight and involving trafficked/cross-border reunification cases. We are also working in five additional provinces of South Africa to catalyze conditions for change.

Context

Our unique approach to child protection and care reform uses the design and implementation of a scalable, responsive, efficient, and measurable Prevention model 'AFS-KHUSELA' as the necessary pre-condition to prevent family break-down and institutionalisation of children; providing gatekeeping and responsive, available alternative family-based care options to allow safe transition and reunification/preventative placement of children with families. This is a key element of child protection care reform, allowing for long-term sustainable change away from a reactive, institution-dependent system towards a pro-active, child-in-family-in-community based child protection system. In this way, the need for institutions is eliminated.

To address this in a way that is sustainable and delivers national reform: our key partners are local community-based organisations, provincial and national NGOs, INGOs and government authorities. Through these

partnerships we help government departments to develop the services that prevent children from being separated from their families in the first place, and to close child and youth care centres/institutions by demonstrating how children can either be reintegrated with their families or, when necessary, placed in properly supported alternative family and community-based care.

Role Purpose and Role Dimensions

Work to meet the objectives and key performance indicators of *Scaling Up South Africa Care Reform* Implementation Plan to reach national Care Reform in South Africa by 2024 – 2026:

- Overseeing the project implementation and work plans of South Africa operations and training, including our Prevention model (AFS-KHUSELA), and associated reporting against KPI's.
- Leading and directly managing our core and diverse multi-disciplinary team to ensure high performance and engagement.
- Building and maintaining successful relationships with external collaborators and stakeholders across a diverse variety of audiences.
- Being an active member of the South Africa Senior Management Team and support strategy development, strategic and implementation partnerships, and other relevant operational matters.
- Working closely with the Country Director, ensure adherence to HHCSA's safeguarding policy at all times.
- Managing and monitoring expenditure sub-budgets.

Key Areas for Decision Making

Management of:

- Implementation of the planned activities to achieve Objectives and KPIs as per *Scaling Up South Africa* Implementation Plan.
- Oversee weekly work-plans of team members, provide technical support, and ensure measurement against performance indicators and project outcomes.
- Partner organisation implementation plans and activities against performance indicators and project outcomes, including our Prevention model (AFS-KHUSELA).
- Comprehensive reporting across all operational domains of the project on a weekly, monthly, and quarterly basis as required.
- Immediate communication and reporting of safeguarding risks and issues.
- Identification and communication of potential risks and bottlenecks in relation to programme delivery and contribution to strategies that will minimise or overcome these.

Other Considerations

This role will require a policy clearance certificate and relevant screening against Part B of the National Child Protection Register.

- You will be expected to sign HHCSA's safeguarding policy and code of conduct.
- Flexible working as agreed with the Country Director and occasional irregular working hours.
- Travel within South Africa to expansion projects in 4 provinces.
- Occasional travel regionally in Africa.
- Occasional travel to UK HHC Head Office, may be required.

Key Accountabilities

As per the Business Plan, direct operational management of the implementation of Scaling Up South Africa Care Reform programme activities in South Africa to reach Objectives as per Implementation Plan:

- Working in collaboration with the Country Director, M&E Senior Analyst, and supervisory management teams of implementing partners; plan and execute the successful implementation of the Objectives, Key Performance Indicators, and operational activities.
- Develop work-plans from the Implementation Plan(s) for core team and for the implementation teams of strategic partners in Gauteng Province and Western Cape Province; additionally for the KwaZulu-Natal, Eastern Cape and Free State provinces as the Project expands, ensuring a specific focus on the AFS-KHUSELA Prevention model.
- Manage, assess and plan collaboratively with government partners responsible for implementation, including specific technical support where necessary.
- Ensure successful implementation of workplans to achieve stipulated outputs, outcomes, and objectives to timeline.
- Additionally, support and collaborate with external evaluation projects as may be relevant.

Direct line management of the core implementation team in Gauteng Province, Western Cape Province, KwaZulu-Natal, Eastern Cape, and Free State Provinces as the project expands:

- Develop, agree, and regularly review individual work-plans for each team member.
- Provide technical advice and support to each team member where relevant.
- Coach, guide, and team members to perform at their best.
- Set and monitor quality control of outputs, including in relation to the AFS-KHUSELA Prevention model.
- Support each team member in professional development.

Working closely with the Country Director, ensure adherence to HHCSA's safeguarding policy and child participation protocols at all times:

- Ensure adherence to the safeguarding policy and training schedule in all project implementation areas.
- Work closely with the focal safeguarding contacts in HHCSA and with implementation partners and action research projects.
- Proactively identify areas of risk and propose timely improvements where necessary.
- Contribute to and take part in safeguarding reviews as required.
- Contribute to and take part in global, regional, and national safeguarding workshops and podcasts.
- Proactively promote and manage intentional child participation in all project implementation areas.
- Work closely with social work professionals on HHCSA partner implementation and action research projects.

Regular operational reporting to external stakeholders and the Country Senior Management team:

- Reporting to external stakeholders e.g., district and provincial government departments as per pre agreed project requirements.
- Support reporting to funders and other external partners, as relevant.
- Oversee weekly Project reporting, ensuring timely reports and relevant use of data from M&E.
- Oversee monthly and quarterly reporting against Objectives and KPIs as per the South Africa business plan including against the AFS-KHUSELA Prevention model.

Management, monitoring, and reporting of expenditure budget relevant to this post:

- Develop, submit, and manage expenditure on sub-budgets and funding requests for operational elements such as training, AFS-KHUSELA family support expenditure and Care-leavers expenditure as per the HHCSA Budget.

Be an active member of the Senior Management Team in South Africa (Country Director, M&E Senior Analyst and Project Manager: Operations):

- Contribute to the development of strategic partnerships, implementation partnerships and Programmes and Organisational Strategy Development.
- Support the development of funding proposals from an operational perspective and advocacy initiatives, nationally, regionally, and globally.
- Support and collaborate with external evaluation projects as may be relevant.
- Contribute to, support and as necessary lead on operational matters on behalf of senior management.
- Liaise with the Global Director of Programmes as part of the SMT of HHC South Africa.

Essential Experience, Knowledge, Skills, and Abilities**Essentials:**

- A genuine open communicator with strong verbal, written and interpersonal communication skills.
- Driven yet patient, able to work within sensitive contexts and act with courage and integrity.
- Adaptable and strong team player, able to work in a multi-disciplinary and multicultural setting.
- Well organised, with attention to detail, able to multi-task and work to pre-set deadlines with quality.

Our context:

- Knowledge of specific conditions that create intense risk for children in South Africa.
- Appreciation of family and community resilience and capacity under adverse conditions.
- Understanding of and commitment to child protection and safeguarding children's rights, including a knowledge of child protection legislation and policy in South Africa.
- Understanding of international development in South Africa context.
- Commitment to HHC's mission and cause.
- Collaborative relationships.
- Able to develop strong and high trust collaborative external relationships across diverse audiences and cultures.
- Ability to influence, inspire and where necessary challenge a variety of external stakeholders, e.g., from community organisation to government directors.
- An understanding of fundraising and donor support requirements.

People and project management:

- Ability to build, lead, guide and develop a team to meet targets and excel.
- Able to manage, coach and support individuals to be their best selves to work.
- Project management skills, including the ability to work with team members to collaboratively develop and monitor project implementation plans, ensuring they are on track and on time whilst not compromising quality outcomes.

Data and reporting:

- An understanding of M&E principles and the ability to interpret and analyse qualitative and quantitative indicators and support development of M&E approaches and plans relevant to our work.

- Strong written and report writing skills, including the ability to report against objectives and plans.
- Excellent computer skills, including Power Point, Excel, Salesforce and PowerBI data visualisation software. (dashboard).

Requirements

Education:

- Post-graduate degree in development-related field.
- Knowledge and interest in global international development issues
- Interest in global child protection practices.

Experience:

- 5-7 years practical work experience, preferably with an NGO, implementation-focused donor, or development organisation.
- Excellent managerial and financial skills.
- Experience and/or knowledgeable of the child rights sector, as well as both the public and private sectors.
- Project management skills, including planning, analytical and report-writing skills.
- Strong research and organisational skills.
- An excellent ability to manage a wide range of stakeholders (from community-based organisations to government officials, to partner funders).

Knowledge and skills:

- Project management skills, including planning, analytical and report-writing skills.
- Strong research and organisational skills.
- Ability to multi-task.
- Strong decision-making, strategic thinking, problem-solving and co-ordination skills.
- Effective communication (including public speaking), interpersonal and listening skills.
- Leadership skills.
- People management.

Personal attributes:

- Ability to work under extreme pressure.
- Participatory style but decisive when necessary.
- Flexibility and willingness to work beyond official working times.
- Meticulous with good attention to detail.
- Self-motivation, ability to take initiative.
- Ability to work in a team.
- Ability to work with diverse cultural and professional backgrounds.
- Task orientation, results focus and accountability.
- Ability to lead, drive and motivate.

Working at Hope and Homes for Children

We currently employ over 200 people worldwide. Their diversity is at the heart of our remarkable, talented, and successful teams. In South Africa we have a core team of eight members of staff who are made up of social workers, project support staff and an M&E specialist and three other colleagues who form part of a partner implementation team.

Salary: circa ZAR 800,000 gross / annum, depending on experience

This contract is: Permanent

Hours: 45 hours per week, to be worked flexibly in agreement with the Country Director

Location: Flexible, with requirement to travel to and work from HHC's Head Office at Kyalami Business Park

Midrand, Johannesburg, for part of the week, and periodically to work at Hanover Park, Western Cape. There will be some travel to HHCSA projects within South Africa
Holiday entitlement: 15 days per year, plus bank holidays
Probation period: 3 months

How to apply

Interested applicants should submit the following by e-mail to **poveshnee@ngorecruit.com** quoting reference number NHH001:

- A CV in word or PDF format (please include 3 references)
- A 1-page cover letter outlining how your skills and experience align with One Child One Family HHCSA's mission and the unique qualities you will bring to this role

Application Deadline: 27th May 2022

Interested applicants are encouraged to **apply ASAP**. Only shortlisted candidates will be contacted.

For more information about One Child One Family HHCSA, visit their [website](#) and social media pages: [Facebook](#), [Instagram](#), [Twitter](#), and [LinkedIn](#).