

## Global Alliance for Improved Nutrition

<b>Job title:</b>	Head of Operations, Nigeria		
<b>Classification:</b>	Grade 6	<b>Direct reports:</b>	1 - 5
<b>Work location</b>	Abuja, Nigeria	<b>Travel required:</b>	Limited

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the United Nations in 2002 to tackle the human suffering caused by malnutrition. Due to COVID19, conflict in Ukraine and climate change, malnutrition and hunger have worsened significantly since 2019, reversing a decade of progress. There is growing recognition that our food systems need to change if we are to reverse these trends.

GAIN's Strategy aims to transform food systems to make healthier diets from sustainable food systems accessible to all people and especially those whose are most vulnerable to shocks. By 2027, we aim to improve the access of 1.5 billion people to nutritionally enhanced staple foods, improve the access of 25 million people to healthier diets, and support positive food system change in 10 countries. This is bold and complex, and the only way to achieve this is to work together with partners including governments, businesses, and civil society at the country and global level. These goals, and the ways of achieving them, build on our twenty-year legacy of transforming people's lives with improved nutrition through concerted action and effective policy change.

DESCRIPTION
<p><b>Overall purpose</b></p> <p>The Head of Operations (HoO) is a key position in the Nigeria country office. This position will oversee essential financial, administrative, governance, HR, IT and internal control services to the programme operations whilst ensuring compliance with requirements of the Government of Nigeria and with global GAIN policies, systems and procedures.</p> <p>The HoO is expected to be both responsive and proactive to operational requirements with the capacity to strategically plan and support programme work. They will lead strategic review of operations requirements and contribute to country office business planning, ensuring the operations function effectively supports programme implementation.</p> <p>The HoO ensures compliance with external requirements, such as local laws and regulations and donor, partner, service provider and vendor contractual obligations. They are responsible for safeguarding GAIN's interest in these transactions and interactions, providing effective first level stewardship of GAIN's assets, resources, staff and premises. They report to the Country Director (CD), are part of the Country Management Team (CMT) and provide essential support to the staff and consultants in maintaining good relationships with external stakeholders.</p>
<p><b>Tasks and responsibilities</b></p> <p><b>Finance, Budget and Grants Management:</b></p> <p>The HoO is responsible for the supervision and coordination of the finance, budget and grant function in the country office. The following is an illustrative but not exhaustive list of tasks:</p> <ul style="list-style-type: none"> <li>• Ensure country office finance requirements and procedures are available, understood and successfully implemented by employees, executing agencies and consultants.</li> <li>• Supervise Finance operations and ensure financial transactions are recorded in line with GAIN norms and standards in a timely fashion. They will oversee the maintenance of financial records including ledger, journal,</li> </ul>

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petty cash and cash books and bank details as well as the management of receivables and payables and review of cash flow and fund flow statements in line with GAIN guidelines.

- Oversee monthly closing, ensuring all transactions for the month are recorded accurately and deadlines set by GAIN headquarters are met.
- Ensure accurate and timely release of salary and other payments to staff. Oversee the changes in salary and maintain the consistencies with HR records at headquarters.
- Work with project teams to ensure preparation of staff time allocation.
- Coordinate with local banks and ensure opening of bank account of GAIN and timely review of bank statements and bank reconciliation.
- Support the Country Director/Deputy Country Director with preparation of programme budgets, analysis of grants and expenditure.
- Prepare country budgets and finalize them in collaboration with HQ finance and programme departments.
- In coordination with consultants and programme teams at country office and HQ, engage in timely preparation of budgets and quarterly pipelines.
- Ensure preparation and availability of statutory financial records and returns (e.g., income tax return) and tax compliance and compliances relating to foreign grants.
- Secure the proper filing and storage of all financial records.
- Oversee the proper monitoring of GAIN's funds and assets which are transferred to EAs (Executing Agencies) and Consultants for the implementation of GAIN programmes.
- Managing the internal and external audits of GAIN Nigeria and project/programme audits by donors

### **Office administration, establishing systems and processes.**

The HoO will provide leadership and management support to all aspects of GAIN Nigeria office administrative functions. They will work closely with Country Director, Deputy Country Director, Project Managers, HR and the Corporate Services team in HQ to ensure that all responsibilities are carried out in a timely manner. The following is an illustrative but not exhaustive list of tasks:

- Set up and manage the schedule of CMT meetings, ensuring meeting notes are produced and shared by the delegated Officer in time, and agreed actions are properly managed.
- Supervise and provide guidance to administrative staff to deliver their functions.
- Ensure staff are aware of, understand and comply with GAIN's Administration policies and procedures, e.g., Procurement, Security, Travel and Expense reporting.
- Oversee security management for the country office as the Responsible Officer, develop sound security management and support within the country office, in collaboration with the global and local security support.
- Ensure that security incidents are reported/escalated in a timely manner to the CD, global support teams and other relevant stakeholders across GAIN.
- Ensure strict compliance to GAIN Nigeria and global security policies and codes.
- Oversee the setting up and management of favorable leasing arrangements for GAIN Nigeria office(s) following GAIN norms. Coordinate with HQ Legal to finalize arrangements.
- Ensure absolute integrity and transparency in the procurement function and ensure the best value for money is obtained and requirements of GAIN are met in a cost effective and timely fashion. Ensure timely and accurate payments to vendors.
- Ensure proper security and safety of staff members and premises and finalize security and insurance arrangements as per GAIN norm.
- Oversee the proper upkeep and maintenance of office premises and working facilities like telephone system, machines, tools and furniture to provide the best possible physical environment for staff to discharge their duties.
- Ensure all service contracts are valid and maintained.
- Ensure timely verification of stocks and assets, and that inventories at the office and project sites as deemed fit.

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- Oversee staff travel logistics and ensure all logistics support arrangements including vehicle hires as per established procedures.
- Oversee the management of the logistics of visitors to the country office as required.
- Develop and facilitate convergence between resources and logistics of different projects.
- Complete the required documentation, like official request from the government authorities for GAIN assistance and facilitating meeting within the Program Office for mobilization of response.

### **Internal Governance Management**

The HOO will support strengthening internal governance including legal matters such as compliance with local registration. The following is an illustrative but not exhaustive list of tasks:

- Support the compliance processes with the requirements for NGO registration and operations with the government of Nigeria coordinate with other ministries on approvals, statutory and legal compliances in adherence to country law.
- Support the CD with timely and appropriate resolution of legal cases in which GAIN may be involved, to the best interests of GAIN.
- Ensure that administrative, budgetary, procedural and accounting controls evolved are actually complied with and to improve them with time in accordance with HQ's guidelines.

### **Human Resource (HR) Management**

The HoO is the point person for HR in the country office. They will manage the HR and Administrative Officer and work with the HQ HR teams in all matters relating to recruitment, appointments, contract renewals, implementation of performance management system and select HR interventions. Illustrative tasks are as follows:

- Ensure the availability and accessibility of the updated HR Manual to all staff in the country office. S/he is responsible for the clarification of any points contained in the manual as and when required by any member of staff, and where necessary with the help and support of CMT and global HR.
- Coordinate and in some cases lead the staff hiring process of the country office in line with global and local policies including leading and supporting the screening of CVs, shortlisting candidates, drafting interview questions and organizing interviews. The HoO will oversee interview report preparation and presentation to the Country Director for approvals.
- Coordinate the hiring of staff as per HR policies. Where staff is to be hired by HQ, ensure follow up and timely filling of the vacancy. Ensure contracts and renewals are monitored.
- Coordinate the provision of training and development activities. Ensure that staff are fully equipped with the skills required for performing jobs assigned to them. Develop an annual training plan for the country office based on input from annual appraisals and in collaboration with global HR to ensure that opportunities are made available to staff.
- Support the review job descriptions for all program support staff in line with the current requirements of the organization.

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### **Information Technology (IT) Services:**

The HoO is responsible for IT services and functions in the office to ensure that the IT infrastructure is adequate for office needs, maintained to meet high service level requirements and integrate/coordinate closely with the centralized IT function in London/Geneva. The illustrative tasks are:

- Ensure stable and responsive Networking (Local and Wide Area) environment with adherence to security protocols and standards for Network and user authorities.
- Monitor proper and authorized use of the office computers / LAN / VSAT
- Promote productive use of computers amongst the staff and secure training where needed to increase computing skills amongst the staff.
- Ensure system integrity, security of the system and easy accessibility of the required information and ensure cost effective maintenance of all IT equipment.
- Ensure IT Policies and system adherence.
- Facilitate Knowledge Management

### **Support resource mobilization, diversifying revenue growth, programme quality and impact agenda**

- Lead in the development of costings and budgets for new project development with support from the CD, DCD, programme team and the global finance team
- Support the programme team to leverage resources, new business development and diversify revenue growth.
- Support the programme team to develop best practices on budgets and grants management that can attract and secure the confidence of potential donors.
- Monitors field work and partners to verify financial expenditure and reports and provide technical support to partners and programme team on effective use of resources.

### **Donor Reporting and Donor Forecasting**

- Maintain a schedule of financial reporting deadlines to donors, as part of the donor coordination records in close liaison with project staff.
- Liaise with project and international finance staff to ensure that financial reporting templates for all grants are set up in accordance with donor requirements.
- Manage the compilation and presentation of financial reports to donors as and when required, based on financial data extracted from Navision.
- Ensure regular information is provided to the International Finance Manager on indirect costs charged to projects (salaries, infrastructure and management charges) for journal posting to the accounts, and to assist in reconciling these charges to donor financial reports as they are produced.
- Support project managers in ensuring consistency between the narrative and financial elements of reports to the donors.
- Maintain file records of donor grants received and reports submitted to donors and ensure that all grant income due are promptly applied for.

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### People Management

- Line manages several direct reports including supporting their development and performance management.
- Lead the country office Workforce Planning Process including periodic review processes and the related documentation.
- Develop team members to maximize their contribution to the team and organization.
- Ensure the recruitment, management and development of a high performing team in line with the demands of the operations management needs of the country programme.

### Key organizational relationships

- The HoO will report to the CD.
- Work closely with the country office CMT
- Line-manage up to 5 staff including the Finance Manager, Administration Officer, and HR Officer.
- GAIN Nigeria Staff
- Government functionaries
- Representatives of Executing Agencies
- Work closely with the finance teams in the Geneva and London offices.
- Work closely with the Operations colleagues in Country Programme Team (CPT)
- GAIN global HR, IT, Legal staff.
- Legal retainers/Auditor/Tax consultant
- Vendors /Landlord/Consultants

## JOB REQUIREMENTS

### Competencies (Skills and Attributes)

- Ability to lead and contribute to strategic/business planning.
- Ability to plan and organize a substantial workload that includes complex diverse tasks and responsibilities.
- Problem solving, decision making and delegation skills.
- Excellent oral and written communication skills (English)
- Leadership skills, including the ability to supervise and motivate staff effectively.
- Ability to coach, mentor and provide guidance to supervised staff.
- Knowledge and skill on introducing and implementing GED (Gender Equity and Diversity) principles.
- High level integrity.
- Sound judgment.
- Ability to cooperate and collaborate with others and work in a participatory manner to achieve set goals.
- Self-confidence.
- Compassion, tact and sensitivity.

### Experience

- Minimum 7 years' experience in a similar Operations/finance managerial position, with experience of compliance management and supervision of staff.
- Experience working with an International NGO preferred.
- Experience of working in a multi-project environment and in managing donor grants from bilateral, multi-lateral, Foundations, HNWI, etc.
- Experience in managing private sector funding and external consultancies.

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- Ability to work with minimal supervision.
- Computer literacy with excellent` MS Excel, MS Word, MS Excel, Outlook, SharePoint and PowerPoint skills.
- Familiarity with QuickBooks , Navision or similar accounting software required.
- Familiarity with Salesforce is a plus

### Education

- Professional accounting qualification.
- Post Graduate degree in finance or business administration/management

### Other requirements

- Business English is required.
- Local Language is desirable.

### WHAT GAIN OFFERS

- Flexible working hours
- Friendly working environment
- Professional development opportunities