

Global Alliance for Improved Nutrition

Job title:	Head of Operations, Bangladesh		
Classification:	Grade 6	Direct reports:	1 - 5
Work location	Dhaka, Bangladesh	Travel required:	Up to 25%

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 who 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>Overall purpose</p> <p>The Head of Operations is a key position in the GAIN Bangladesh office. They are expected to provide essential administrative, governance, financial, HR, IT, and internal control services to the programme operations and country office whilst ensuring compliance with global GAIN and country-specific policies, systems, and procedures.</p> <p>The Head of Operations is a key strategic partner to the Country Director and member of the country management team. Reporting to the Country Director and working closely with the Portfolio leads, HR Business Partner and CPT Operations Lead, they oversee the essential operational service in the delivery of projects in GAIN Bangladesh.</p>
<p><u>Tasks and Responsibilities</u></p> <p>Budget and Grants Management</p> <ul style="list-style-type: none"> • Oversee and support ongoing grant management from inception to closure – including planning, implementation, monitoring and reporting, and financial management. • Develop and oversee implementation of contract, grant and financial management systems and processes to meet internal and external accountability requirements. • Lead in the development, tracking and maintenance of costing and budgets for new project developments and existing projects with support from relevant team members. Ensure accurate and complete budgets to support leveraging new sources of funding and to help managers to make decisions by doing financial analysis. • Support the CD in negotiation with other GAIN teams during proposal development process on project budgets. • Ensure effective resource management and maximize cost effectiveness and value for money throughout the programme. <p>Financial Planning & Reporting</p> <ul style="list-style-type: none"> • Lead the annual financial operational planning process in close collaboration with the Country Director and supported by the International Finance team with forecasting, monthly follow-ups and data alignment.

Global Alliance for Improved Nutrition

- Oversee all financial transactions and ensure they are recorded in line with GAIN processes including monthly closing, salary calculations, banking, income tax, etc.
- Oversee internal and external audit plan on annual/half yearly/quarterly basis for covering high risk areas.
- Conduct internal audit reviews of grants, projects, functions, partners and other engagements.
- Oversee the preparation and management of all donor reports in collaboration with the Portfolio Leads and Project Managers and respective leads before submission to donor.
- Responsible for the development and upkeep of a well-developed and frequently revised workforce plan that reflects the direction set by the country business plan.
- Ensure the regular tracking of donor funds and conduct budget reviews to support project staff.
- Oversee the proper monitoring of GAIN's funds and assets which are transferred to EAs (Executive Agencies) for the implementation of GAIN programmes.

Office Administration

- Oversee and manage procurement efforts for the office including selection and negotiation with vendors, and management of subcontractors on the activity in compliance with donor and GAIN procurement regulations.
- 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 staff are aware of, understand and comply with GAINs Administration policies and procedures.
- Responsible for the procurement and proper upkeep of office premises and office equipment.
- Manage partners financial reviews on Quarterly/Biannual/Annual basis.
- Advise and guide partners about GAIN policies and procedures.

Governance

- Oversee the compliance processes with the requirements for NGO operations with the government.
- Manage the strengthening of internal governance including legal matters such as compliance to local registration.
- Select and manage the relationship with an independent auditor for external audits and submit the audit report within a timeline.
- Ensure compliance with all the local statutory requirement as per government rules and regulations applicable on GAIN in country programs.

Human Resources

- Responsible for ensuring quarterly workforce planning reports and calls with HR Business partner happen in a timely manner.
- Responsible for all HR administrative tasks, including contract renewals, amendments, processing payroll, government requirements etc.
- Liaise regularly with the HR business partner and CD on staffing issues.
- Oversee recruitment process in-country in collaboration with the recruitment team and hiring manager.
- Work with the HR & L&D Business partners to identify and address learning and upskilling needs amongst staff and as a unit.
- Foster effective communication and collaboration with other department and global team, promoting a cohesive organizational culture

Security Management

- Oversee security management for the country office, develop sound security management and support within the country office, in collaboration with the global security support.
- Ensure that security incidents are reported/escalated in timely manner to the CD, global support teams and other relevant stakeholders across GAIN.
- Ensure strict compliance to GAIN Bangladesh and global security policies and codes.
- Ensure proper security and safety of the staff members and premises and finalize security and insurance arrangements as per GAIN norm.

Global Alliance for Improved Nutrition

- In collaboration with the CD, lead on the review security plans in the country programmes and ensure security trainings.

Information Technology (IT) Services

- Responsible for the IT activities/function in the office to ensure that the IT infrastructure is maintained to meet high service level requirements.
- Coordinate closely with the centralized IT functions based in Geneva and London.
- 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.

People Management

- Line manage a number of direct reports including supporting work plan development and performance management.
- Develop team members in order to maximize their contribution to the team and organization;
- Coach, guide and mentor leaders within programme team and the department so that they are effective as leaders and managers in managing their teams.
- Ensure the recruitment, management and development of high performing team in line with the demands of the programmatic strategy.

Key organisational relationships

- Reports to the Country Director
- Key member of Country Management Team, working closely with Portfolio leads, and other members of team.
- International Finance, CPT, HR, Legal
- Government functionaries, legal retainers, auditor, tax consultant, vendors and consultants

JOB REQUIREMENTS

Competencies

- Proven ability to plan and organize a substantial workload that includes complex diverse tasks and responsibilities.
- Leadership skills, including the ability to supervise and motivate staff effectively.
- Excellent analytical, problem solving, decision making and delegation skills.
- Excellent oral and written communication skills (English)
- 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 of integrity.
- Sound judgement.
- Ability to cooperate with others and work in a participatory manner to achieve established goals.
- Self-confidence.
- Compassion, tact and sensitivity.

Experience

- Minimum 10 years' experience of working in managerial position overseeing finance, HR, internal compliance, administration, procurement, and supportive supervision of other staff.
- In depth knowledge and/or experience in HR and office management

Global Alliance for Improved Nutrition

- Experience working with an International NGO preferred.
- Experience in managing donor grants such as OFDA, USAID, EU, etc
- Experience in managing private sector funding and external consultancies.
- Ability to work without close supervision.
- Computer literacy with excellent` MS word, MS Excel, Outlook, PowerPoint and Tally 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 management

Other requirements

- Fluent in written and verbal English.
- Proficiency in local languages highly desirable
- A willingness and ability to travel in-country and overseas as and when required.

WHAT GAIN OFFERS

- A competitive remuneration package
- Flexible working hours through hybrid working opportunities
- Friendly working environment
- Professional development opportunities
- The chance to make a lasting contribution to reducing global malnutrition