

Twaweza Job Description: Director, Programs & Services

Twaweza, a dynamic East Africa wide organization, is looking for a competent, effective and energetic Director.

Twaweza Job Description

Job Title: Director, Programs and Services
Unit: What Works Programs, Operations and Finance
Cluster: Program and Services
Mandate: Regional
Salary Grade: 11
Reports to: Executive Director
Supervises: What Works Managers, Operations Manager, Finance Manager, and Assistant Program Officer.
Location: Dar es Salaam

Overall Role

You will be responsible for the overall success and effectiveness of Twaweza What Works Programs and Services in East Africa. Primary responsibilities include developing, promoting and monitoring Programs and Services standards; providing technical support and quality assurance; overall planning, management and reporting; supporting and overseeing national efforts; coordinating regional efforts; communication and support with fundraising. As a director, you will serve as a key member of the Leadership/Senior Management Team and foster organizational coherence, unit, values, mission and morale across Twaweza in East Africa. You will lead by example by demonstrating the values, principles and spirit we seek to foster, and serve as a motivating force for staff, colleagues and partners. You will normally serve as the Officer in Charge in the absence of the Executive Director.

Specific responsibilities

1. Safeguard, promote and uphold Twaweza's values and principles, and work to see that they are reflected in all that Twaweza is and does.
2. Understand, promote, implement and deliver on Twaweza's 2015-2018 Strategy.
3. Develop the annual planning templates and guidelines together with the Executive Director and the Director for LME, and lead the preparation, quality assurance and finalization of annual plans and budgets using a participatory approach.
4. Support the Executive Director to work closely with the Board in matters related to effective governance, leadership and accountability.
5. Support the Executive Director in fundraising efforts consistent with Twaweza principles and to cultivate trusting and mutually respectful relationships with donors.
6. Provide overall leadership and strategic reflection; develop, promote and monitor standards; coordinate and manage Programs and Services Initiatives to achieve excellence and impact.
7. Exercise oversight over Program and Services quality, including all aspects of assessments, data, learning and communications, and administration.
8. Build, motivate and lead a strong and cohesive teams with a can-do spirit in the What Works program and Services units and contribute to the successful functioning of the Senior Management Team.
9. Serve as the Officer in Charge at the request of the Executive Director when he/she is

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What Works Programs

1. Lead conceptual development and articulation of the overall What Works program outline, and in particular the use of the outlier or positive deviance approach.
2. Guide and support program managers to research and develop interesting well thought out lines of inquiry and experimentation, through cultivating respect for evidence, use of rigorous methods and strategic engagement.
3. Support the What Works program managers to develop critical knowledge and serve as experts both within and outside the organization in areas of basic education and open government respectively.
4. Support the What Works program managers to develop working relationships with key actors in government, parliament, media, business, civil society, academics and donors in East Africa and where relevant, globally, and use these relationships to learn and advance Twaweza's mission.
5. Promote linkages and synergies between that What Works and the Data/Voice and PPE Clusters, as well as LME Cluster, in a manner that builds on one another and demonstrates our theory of change in practice.
6. Continually monitor and reflect on quality and effectiveness of the What Works program and Services, and propose adaptations and improvements.

Services (Operations and Finance)

1. Lead human resource recruitment and development, and help create a motivating and critical learning environment for all staff across the organization.
2. Help ensure effective management system is in place and that each director, manager and staff person understands their purpose, role and key performance indicators (KPIs); keep track on the same on a monthly basis through dashboards and other systems.
3. Ensure that finances at Twaweza are used prudently and provide high value for money, and financial management in some in a manner that reflects the highest levels of integrity, transparency and accountability, and ensure Twaweza receives a clean audit report each year.
4. Support the work of the internal audit process and use it to improve systems and practice.
5. Promote the value of and ensure compliance with organizational policies, systems and procedures; continue to oversee the development of effective workflow systems.
6. Ensure timely compliance with all statutory obligations, including payment of taxes, pensions, and fees; timely filing of statutory reports and returns, and full compliance with legal requirements across the three country offices. .
7. Take over the responsibility for deployment of all Twaweza workflows in Salesforce, review and improve existing workflows, and develop a focused and efficient plan to accelerate progress and complete deployment of Salesforce for all major or common processes at Twaweza, including g collection of monitoring data and reporting in Salesforce.

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General Responsibilities

1. Successfully implement above responsibilities and assigned activities in work plans and budgets, consistent with Twaweza Policies.
2. Contribute effectively to planning, monitoring, reporting and information dissemination of Uwezo's/Twaweza's work.
3. Collaborate with Twaweza staff across units and countries in a spirit of mutual respect and cooperation to get things done.
4. Communicate your work through active use of internal platform (SalesForce), electronic calendar (Gcal) and being accessible on electronic chat (Skype) as per Twaweza requirements.
5. Participate actively in organization-wide learning and other joint activities.
6. Comply with and foster adherence to the established Twaweza values, policies, regulations, guidelines and procedures.
7. Undertake any other lawful tasks as may be assigned by your Supervisor.

Core Qualifications

1. A Master's degree in a relevant field required, a PhD preferred;
2. Minimum 12 years relevant work experience, preferable in East Africa.
3. Keen understanding of East Africa wide political and social dynamic, in particular related to basic education and open government.
4. Strong analytical and conceptual capacity, and ability to translate these into program development.
5. Creative thinker, imaginative, able to think outside the box and make unorthodox connections. Strong affinity with the thinking behind the Twaweza and Uwezo concepts.
6. Excellent networking and relationship skills.
7. Demonstrated teamwork and management qualities, and ability to deliver quality results on time, consistently reliable.
8. Excellent verbal, writing and communication skills in English required and Kiswahili preferred.
9. Curiosity and passion to learn, push the envelope, innovate, be creative, take thoughtful risks and get things done.

Changes and Amendments:

This job description may be amended by Twaweza after consultation with the employee and the supervisor.

Application process:

To apply for this position, please submit your **CV (max 4 pages)** to jobs@twaweza.org, copy to tanzania@radarrecruitment.com including a **cover letter** explaining your interests/motivations to work for Twaweza, and **2 samples of your written work** and **names of 3 referees**, in MS Word or PDF file. **In the subject of your email write your name, position you are applying for and country.**