

How to Apply for this Job

Background on Tearfund

Tearfund is a Christian international relief and development agency working globally to end poverty and injustice, and to restore dignity and hope in some of the world's poorest communities.

We have a vision to see 50 million people released from material and spiritual poverty through a worldwide network of 100,000 local churches. We operate in more than fifty countries around the world. We deliver our strategy by:

- Envisioning churches to embrace their calling to address poverty and injustice
- Developing communities and building resilience, sustainably and holistically
- Changing unjust policies and practices to deliver justice for poor communities
- Enabling communities affected by disaster and conflict to recover quickly and be better equipped to face future hazards.

We are committed to developing experts who are inspired, resourceful, courageous, compassionate and equipped. If you are interested in working with us, take time to look around our website and discover more about our unique organisation.

Tearfund's Application Process

If you would like to apply for a job, please visit our website at www.tearfund.org/en/get_involved/jobs/. From there you can search for vacancies, choose the relevant area of work (e.g. Disaster Management / HR, Finance & IT) and then find the vacancy that interests you.

All applications need to be completed online using our online registration form. As you progress through your application, please ensure that you save each section.

If after reading though this Job Profile, you have any questions or want to find out more about our recruitment process, please do not hesitate to contact recruitment@tearfund.org.

In this Job Profile pack we've included a full Job Description as well as a Person Specification. Please ensure that your application clearly shows how your skills and experience meet the requirements for this post.

Job Profile

JOB TITLE	Head of Support Services
GROUP	International
TEAM	East and Southern Africa Team
PROGRAMME	South Sudan
LOCATION	Juba
RESPONSIBLE TO	Country Director

PART 1 – JOB DESCRIPTION

1. Purpose of the Team:

To deliver an integrated approach to Tearfund's international work, with responsibility for the delivery of Tearfund's 4 corporate outcomes:

- Outcome 1: Church envisioned
- Outcome 2: Communities developed
- Outcome 3: Policies changed
- Outcome 4: Disasters responded to

2. Main Purpose of the Job:

As part of the senior leadership team to provide close field support and management of the Human Resource, Logistics and Finance functions to support our programme in accordance with Tearfund policy and strategy for South Sudan. Has responsibility for compliance with Tearfund's HR, Finance and Logistics policies and procedures, compliance with donor guidelines and regulations, and providing support on Grant Management, internal and donor reporting.

3. Generic purpose of the Team Member:

To take responsibility for a designated area of the team's overall task or specific projects.

- To share in responsibility for the overall team task and be responsible for carrying out work packages
- To Liaise with internal colleagues and external contacts.
- To take responsibility for reviewing own personal development and overall team tasks.
- Awareness of the Tearfund's Safeguarding Policy:
 - Responsible for familiarising themselves with the Safeguarding policy and Procedures and with Tearfund's commitment to safeguarding the welfare of all young people and vulnerable adults.

4. Participation in the spiritual life of Tearfund

- To participate in or lead spiritual sessions of prayer, worship and biblical reflection within the Team.
- To be committed to Tearfund's Missions, Values and Beliefs statement.
- To be committed to actively working and living in accordance with Tearfund's Christian beliefs.
- Responsible for maintaining your own spiritual development.

5. Position in Organisation

- Reports to the Country Director.
- Line manages 3 reports, Human Resources Manager, Logistics Manager, Finance Manager.
- As a member of the senior leadership team, closely coordinates with the following members: Deputy Country Directors, Area Coordinators, Area Operations Manager.
- Liaises closely with the UK staff including Head/Deputy Geographic team, Programme Officer, Programme Funding team, and support function staff in HR, Logistics and Finance.
- Has primary responsibility for the management of the Country Office.
- Liaises closely with senior officials of Government and other organisations in country of assignment.

6. Dimensions and Limits of Authority

- Authorisation of budgets and expenditure as specified in Tearfund systems

7. Duties and Key Responsibilities

7.1 Programme Planning and Implementation

- Ensure Tearfund's purpose, values and the programme objectives are communicated to staff to foster understanding and ownership.
- Support the Country Director in developing the response and country strategy, ensuring that HR, logistics and financial opportunities and constraints are considered.

7.2 Support Services Management

- Support the maintenance of bilateral / multilateral donor funding in accordance with country budget targets, ensuring compliance with donor requirements.
- Oversee the timely provision of situation updates, monthly, quarterly and annual progress and fundraising reports to Head Office, in accordance with agreed performance indicators and reporting formats.
- Oversee the Logistics Manager to:
 - a. establish and maintain a functional supply chain system and infrastructure for both operational and partner work.
 - b. select, lease and manage appropriate office, residential and other buildings as required.
 - c. manage all assets, in accordance with Tearfund policies and procedures.
 - d. manage an appropriate vehicle fleet.
 - e. establish and maintain secure and reliable communications and IT systems and equipment compliant to local laws, and ensure staff are adequately trained in the operation of the equipment.
- Oversee the Finance Manager to:
 - a. establish and maintain a standard Tearfund financial management system and procedures for both the operational programme and partner work.
 - b. manage the programme and project budgets, reviewing accounts each month with management and identifying corrective actions as needed.
- Oversee the HR Manager to:
 - a. ensure that legal context, local practice and Tearfund policy are considered on matters of employment practice (including salaries) for national staff.
 - b. develop and implement HR policies for national and international staff that are compliant to the local legal context.
 - c. ensure Tearfund's performance management system is effectively implemented across the programme, with objective setting, probationary reviews, regular catch ups, 6-monthly performance appraisals and exit interviews, carried out for staff.
 - d. ensure Tearfund's staff development policy, including personal development planning, is implemented across the programme in a way that is consistent and transparent.
 - e. establish and maintain an effective administrative support function, in accordance with Tearfund's standard operating procedures.
 - f. ensure that public liability insurance is in place and that appropriate vehicle, staff, buildings and contents insurance is obtained locally where UK cover is not arranged.
- Assist staff in project design and proposal preparation ensuring accurate budget preparation and that HR and logistics opportunities and constraints are considered in the process.
- In conjunction with the Logistics and Finance Managers, oversee any internal and external audits and evaluations, ensuring any agreed operational recommendations are implemented and adopted within ongoing operating procedures.

7.3 Corporate Policy and Compliance

- Assist and support project staff in the management and implementation of operational and partner projects, ensuring compliance with HR, logistics and financial systems and procedures, including providing training for Tearfund or partner staff as required.

- Ensure all work is undertaken in accordance with internal management systems and procedures.
- Work with the HR Manager to ensure compliance with host country legal, contractual and statutory requirements.
- Promote opportunities to encourage an openness to learning from all staff and assist in the identification of issues / themes from project experience for analysis, dialogue and formulation into emerging best practice and policy, for disseminated in country and to UK-based stakeholders.
- Support the Country Director in ensuring compatibility with local cultural norms, paying particular attention to gender issues.
- Ensure all decisions in Human Resources, Logistics and Finance functions are made with consideration to the security context and the need to manage security for staff

7.4 Team Management

- Lead and manage direct reports ensuring clarity over plans and priorities, providing supervision, guidance and mentoring, encouraging effective teamwork and inclusiveness and building a team spirit through regular meetings and events.
- Provide management support to direct reports in their management of others, and their implementation of role objectives, work plans and budgets.
- Implement Tearfund's performance management system with direct reports, with objective setting, probationary reviews, regular catch ups, 6-monthly performance appraisals, development planning and exit interviews, carried out for staff.
- Conduct disciplinary and grievance procedures as required, in conjunction with the HR Manager.
- Provide spiritual and pastoral support to direct reports and other staff where appropriate.
- Contribute to developing and model a team culture characterised by a shared vision, commitment and mutual accountability that reflects Tearfund's desired corporate culture being servant-hearted, Christ-like, agile, effective, and courageous.

7.5 External Representation

- Assist the Country Director with representation to the government (or informal de facto authorities), helping to ensure constructive working relationships are maintained to allow humanitarian programming.
- In conjunction with the Country Director and other staff, represent Tearfund to other NGOs, UN agencies and visitors ensuring coordination and attendance at relevant interagency technical, and security coordination networks as necessary.
- Represent Tearfund and operational programme work to in-country donor representatives, supporting positive relationships and ongoing communications.

PART 2 – PERSON SPECIFICATION

JOB TITLE: Head of Support Services

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> Degree and/or equivalent qualification in a business administration, financial management, or management related discipline 	<ul style="list-style-type: none"> Relevant post-graduate qualification Security training Management training Supply chain training
EXPERIENCE	<ul style="list-style-type: none"> Proven experience in a senior management position implementing relief & rehabilitation projects in a humanitarian environment Proven experience in managing and leading change within teams Security management experience Proven experience of remote people management 	<ul style="list-style-type: none"> Working to SPHERE Standards, CHS and Red Cross Codes of Conduct. Proven experience in supply chain management Proven experience of managing programme budgets and implementing financial management systems Proven experience of developing and implementing HR policies
SKILLS/ ABILITIES	<ul style="list-style-type: none"> Leadership and people management skills Training and mentoring skills Facilitation Skills Strong analytical and problem solving skills Excellent written and verbal communication skills in English Excellent organisational and administrative skills Negotiation and representation Able to work in fast moving environment and comfortable with constant change Good knowledge of donor reporting and financial requirements Proven computer literacy, including good knowledge of MS Office and Google Docs. 	<ul style="list-style-type: none"> Excellent financial management skills Able to develop and support other team members, both international and national Excellent report writing skills

<p>PERSONAL QUALITIES</p>	<ul style="list-style-type: none"> • Committed Christian • An understanding of and a commitment to Tearfund’s Mission, Values and Beliefs Statement • Emotionally and spiritually mature • Team player • Understanding and sensitivity to cross cultural issues • Commitment to accountability to beneficiaries and transparency, showing dignity and respect, and demonstrating listening and understanding • Flexibility, ability to remain calm under pressure • Willingness to travel and live in basic conditions • Servant-hearted 	<ul style="list-style-type: none"> • People developer and motivator • Ability and commitment to apply biblical principles prayerfully within all aspects of the role.
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