

JOB DESCRIPTION

Director of Country Operations



Overview:

Young Love's mission is to connect youth to proven life-saving information. Our vision is to reach 1 million youth in Southern Africa with multiple evidence-based programs. We are at an inflection point in our growth: we have 25 full-time staff, two programs in health and education, over 200 facilitators, a cumulative reach of 60,000 youth, and an annual budget of over \$1 million. Our culture is unique: we are always learning, have a dynamic, youthful team, a fierce commitment to measurement and evidence, and work hand-in-hand with government. In a given day, our leaders will sing and dance, negotiate MOUs, and spend dedicated time with the field team in schools.

The Role and Areas of Ownership:

The Director of Country Operations will run day-to-day operations of the organization. We are looking for a leader who can build and nurture teams and systems for scale. We are projected to grow 10x in the coming five years with signed partnerships with the Government of Botswana, UNICEF, and international partners including The Brookings Institute, Pratham and J-PAL. You will drive conversations, frame problems, design solutions and own achieving of positive outcomes. You will own creation of our top-level output metrics of success. You will also be responsible for creating a cascading goal structure that drives us towards our organizational targets. We are looking for a candidate who can connect strategic vision with high-quality execution.

Primary Responsibilities:

- Build and synthesize detailed multi-year and quarterly workplans and budgets and design Key Performance Indicators (KPI)
- Design and implement management frameworks and best practices, providing support and coaching to the management team
- Lead strategic internal reporting processes, such as weekly reports and project specific reviews
- Analyze metrics for day-to-day performance of operations to ensure efficient and timely completion of tasks
- Lead targeted resource mobilization efforts including grant-writing, strategic budgeting, relationship-building, and retail fundraising
- Engage external partners and vendors to make decisions regarding operational activity and strategic goals
- Uphold organization policies and standards, ensuring legislative regulations are followed and risk exposure is minimized
- Maximize organizational cost-effectiveness and productivity through efficiency-enhancing initiatives, tools, and workspace
- Build and nurture relationships with department and program heads and facilitate organizational-wide collaboration
- Collaborate with the executive team in the development of strategic performance goals and long-term operational plans
- Work with senior management to lead the team with integrity and establish and maintain a trusting, inclusive, and productive culture

Qualifications and Characteristics:

- Bachelors or Masters degree (preferred)
- Strong command of operational principles, including employee management, organization building and program planning
- Proven ability to plan and manage operational process for maximum efficiency and productivity
- Ability to build systems and create structure from the ground up in addition to nurturing and innovating on existing systems
- Ability to synthesize complex information into strategic action
- Self-starter who is proactive, organized and can propose effective solutions to complex problems, ideate and innovate
- Strong people and strategic communication skills, professionalism and relationship-building in a diverse environment
- Strong technical skills, including quantitative data analysis and writing
- Adaptive, positive, resilient and a person who can get tough things done with a positive attitude
- Passion and commitment to the mission

Contract Details

Time Period: 3-5-year contract with potential for extension pending performance

Supervisor: Executive Director

Location: Gaborone, Botswana (10-15% travel expected)

Remuneration: Competitive. To be negotiated during interview process.