



# Country Programme Manager

## Challenges Group

Grade	3a
Salary	
Hours	Full Time
Location	Challenges Rwanda Office
Line Manager	Operations Director
Issue	20/04/2017

### About Challenges

As a group of Social Enterprises (Challenges Group) and a Charity (Challenges Worldwide) we know that if enterprises grow, everyone benefits through increased earnings and stable jobs leading to growth in the wider economy.

We provide innovative solutions that engage, grow, and connect people to emerging opportunities for development and investment.

We work predominantly in sub-Saharan Africa providing support to enterprises and people through a variety of practical, technology led programmes.

**People** - We provide structured, work-based placements and professional qualifications, growing peoples' skills and connecting them to opportunities in enterprise

**Enterprise** - We engage enterprises to understand organisational capacity, explore growth options and connect to tailored solutions

**Consulting** - We deliver a range of consulting services, offering strategic business support and enabling growth connections in trade and finance.

### The Team

Challenges Worldwide is delivering the, International Citizen Service (ICS) programme, working with young people aged 18-25 placing them in enterprises for 12 weeks. Challenges has incorporated our experience and expertise in private sector development into the ICS programme building a unique project that embeds youth in local enterprises. Challenges' is delivering ICS in Ghana, Uganda, Rwanda and Zambia, with exciting growth across all countries.

Challenges in country delivery arms work with enterprises and young people, constantly identifying needs and signposting opportunities from within regional and international markets. We create a coherent operating model that is able to deliver relevant information and support to the whole value chain from a local perspective.

The Operations Team is responsible for delivering high-quality programmes across our countries of operation. You will be part of an enthusiastic team across the UK and four countries, aiming to support the growth on enterprise and young people.

### The Role

As **Country Programme Manager** you are primarily responsible for leading our in-country operations, including our ICS programme. You will develop a team of UK and national staff, ensuring programmes are delivered which meet our aims, and the needs of young people, enterprises and partners in-country.



## Skills, Experience and Personal Qualities

### Essential

- Bachelor's Degree or equivalent experience
- Experience living and working overseas
- Good numeracy skills and ability to make accurate financial calculations and manage budgets
- Experience of running projects or programmes, particularly in a developing country context
- Experience of leading teams of employees from a diverse range of cultural backgrounds
- Comfortable presenting in front of others and able to confidently lead and facilitate a diverse group of people
- Experience of coordinating and working with volunteers
- High level of IT competence, particularly Microsoft Office
- Strong communication skills both verbally and in writing
- Excellent attention to detail
- The ability to explain complex information clearly and simply
- Persuasive and engaging manor
- Fluent written and spoken English
- Flexible and adaptable with an ability to prioritise tasks and meet deadlines
- Ability to build positive relationships with a multiple partners and organisations

### Desirable

- Competency in CRM systems (Salesforce or similar) or Microsoft Access

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age

## Main Responsibilities

### Country Strategy

- Work closely with the Business Development Manager (BDM) to establish a country strategy in-line with Challenges' priorities and the country context
- Establish partnerships to further Challenges aims in-country
- Work closely with members of the senior management team to shape the overall aims of Challenges' in country and across our operations

### Operational Planning, Management and Reporting

- Work collaboratively with in-country staff and partners to develop and implement programme activities in accordance with annual plan, country plans and delivery targets, ensuring all programme quality baselines are met
- Develop, phase, authorise and account for, the operational country budgets

### Project Management

- Assist in the scoping, staffing and satisfactory delivery of all new projects in country
- Assist the BDM where appropriate with sales proposals, tender responses, demonstration of our software and learning material to prospective customers
- Support the development of proposals, ensuring submission deadlines are met
- Support in identifying and securing the services of the most appropriate consultants or staff for each project
- Monitor progress on all projects, delivering on time and within budget, editing project reports where necessary

### Team Management

- Build and lead a team of Project Coordinator(s) to enable delivery of the country objectives and strategic plan, specifically concerned with managing and supporting international and local volunteers and junior associates working in country



- Line-manage in line with agreed HR policies and practises
- Ensure that PCs are supported in a clear runway, through Challenges' performance management and development systems

### **Volunteer Security and Safeguarding**

- Country lead on all aspects of security and emergency support
- Prepare and respond to any emergencies, incidents or near-misses in country
- Provide ongoing health, pastoral support etc. for all volunteers
- Adhere to all policies and procedures (incident reports, sexual assault, emergency responses, security and safety)
- Keep up to date on country security situations and communicate updates to Operations Director
- Engage with Operations Director on any safeguarding or welfare concerns, following processes to log the issue and resolutions

### **ICS Programme Management**

- Identify and explore universities and other institutions as channel partners to source In-Country Volunteers (ICVs) and Team Leaders
- Ensure the timely selection of In-Country volunteers and appropriate pre-placement training (PPT)
- Ensure that sufficient SME's have been recruited, briefed and fully prepared for the programme including appropriate risk-assessments are carried out
- Ensure an appropriate pool of host home families is located, assessed and maintained ensuring they are fully briefed on the programme
- Manage issues occurring with business placements and host homes throughout the programme
- Oversee the delivery of in-country training, including orientation, weekly meetings, mid-programme review and debrief. Ensure that appropriate venues are sourced, trainers are available and staff are clear of their roles throughout
- Review training content where necessary ensuring it is appropriate for volunteers in country
- Weekly in person meetings with all team leader volunteers (TLs) and PCs to ensure the successful running of the programme.
- Manage any unexpected issues that occur, feeding back to the UK and other CPMs to enable the sharing of good practice

### **Alumni Engagement**

- Provide the opportunity for in-country alumni to attend a return volunteer event
- Ensure that all ICVs complete their action at home in a timely manner
- Oversee appropriate follow on engagement for alumni, both on-line and in person
- Ensure that case studies, statistics and activities are reported back to the UK for communications and monitoring and evaluation
- Identify opportunities for continued learning and engagement for ICVs (e.g. partnerships with universities, funding for CMI qualifications etc.)

### **Monitoring, Evaluation and Quality Assurance**

- Ensure that reporting requirements of ICS are met (including but not limited to contribution to the Quarterly Report and timely completion of Team Debriefs)
- Regular meetings with the Operations Director to monitor progress of activities and to complete a comprehensive review of in-country activity with all staff
- Ensure that programme development and learning is shared between staff across each country
- Support completion of the ICS SAT and other quality assurance documents as relevant to each programme