



LAC Operations Director

Location: Nicaragua, Honduras, Guatemala, México, Dominican Republic or Haiti.

Department: Programs

Type: One-year contract (subject to renewal)

Supervisor: VP for Latin America and Caribbean

BACKGROUND INFORMATION

Living Water International exists to demonstrate the love of God by helping communities acquire desperately needed clean water, and to experience "living water"—the gospel of Jesus Christ—that alone satisfies the deepest thirst. Since 1990, Living Water is pursuing this mission in various countries of Africa, Asia, Latin America and the Caribbean.

The ministry of Living Water in Latin America and Caribbean is carried out by local staff and partners in 7 countries. Country offices like Haiti, Guatemala, Honduras, and Nicaragua are led by an executive director; other offices like Mexico, Dominican Republic and the implementing partner of Peru are coordinated by a manager. The country teams in the region are being guided and supported by a regional team made of specialists in the areas of Finance, Human Resources, Church and Community Mobilization, Water Engineering, Sanitation and Hygiene (vacant), Design, Monitoring and Evaluation (vacant).

The position of Operations Director for LAC is opened to fill the existing management gaps within the country/regional teams that are in transition, until the structure that is more adapted to the next organizational strategy is defined.

CORE CHARACTERISTICS

These principles guide and identify us as colleagues and representatives of Living Water:

- Honor God
- Develop People
- Pursue Excellence
- Be Good Stewards

JOB PURPOSE

To provide and coordinate technical and managerial assistance to the country offices and partners for the success of their operations. Also, the regional operations director assists the regional vice-president in coordinating the regional service team and fills vacant leadership position at the country office level when required. The position reports to the Vice President for the Latin America and Caribbean region.

KEY TASKS AND RESPONSIBILITIES

Operations management

- Coordinate the operational planning process within the region. That includes the elaboration of country office action plans and detailed implementation plan and budget of the programs.
- Support the country offices in the execution of their annual plan and budget.
- Oversee, with the support of the global fleet manager, the planning and utilization of our equipment and vehicles in the field.
- Support the country offices in the development of their program, from baseline to endline.
- Ensure country offices have in place adequate systems to manage their program and monitor their implementation.
- Track the performance of the region as a whole and work with the country managers to address operational and managerial issues.
- Ensure alignment of Living Water operations to our theory of change and quality standards.
- Together with the Regional Grant Officer, support the pursuit of programmatic grants and local revenue across the region.
- Provide grant management support and ensure effective utilization of organizational systems for management of grants throughout their lifecycle.
- Ensure the quality and accuracy of the programs plans and reports.
- Provide in-situ overall leadership to country offices in management transition.
- Perform other tasks as assigned by the direct supervisor.

Support to implementing partners

- Ensure effective coordination and accountability for implementing partners in the region.
- Work with leaders of each partner to achieve agreements and shared understandings of annual/operating MOU.
- Coach leaders and staff of each partner according to the agreed performance management framework.
- Ensure methods of operation and working behaviors are in line with Living Water values and policies.
- Identify, approach, negotiate, and oversee due diligence for potential new implementing partners.
- Provide additional support to the implementing partners as deems necessary.

Regional Services Team Coordination

- Facilitate the communication between the country offices and the regional services team through regular meetings/working sessions.
- Ensure the work plans of the regional team are in alignment with the global guidelines and the needs of the country offices.

- Support the regional services team in defining and implementing their plan.
- Work together with the regional grant specialist in developing concept notes, grant proposals and reports.
- Assist in the organization, facilitation and follow-up of regional meetings and workshops.
- Assist the RVP and other regional peers in developing regional and sectoral strategies.

MINIMUM EDUCATION / EXPERIENCE

- Postgraduate degree in management, international development, or equivalent
- Demonstrated experience in operations management, program development, team supervision.
- At least eight years progressive experience in activities related to holistic development work.
- A leading candidate will have the following competencies:
 - Training and coaching skills
 - Direct contributor for each area of responsibility as needed.
 - Commitment to integral mission and a Christian ethos of development
 - Strong planning, local resources mobilization, and inter-cultural communication skills.
 - Team player
 - Strong Spanish and English language skills including excellent presentation and writing skills (French language a plus)
 - Willingness to travel regionally up to 35 percent of the time.
 - Business acumen, including organization skills.
 - Management experience
 - Leadership capabilities