

Nigeria Jobs Expertini®

Director of Operations

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Company: Creative Associates International

Location: Abuja

Category: other-general

Overview

Creative Associates International is a fast-growing, social impact company that specializes in the areas of education, economic growth, democratic transitions, and stabilization in post-conflict environments. Based in Chevy Chase, Maryland, this global development organization has a field presence in more than 25 countries and a strong client portfolio that includes the U.S. Agency for International Development and the State Department. Since its founding in 1977 by four enterprising women, Creative has earned a solid reputation among its clients and is well-regarded by competitors and partners alike. Creative Associates International has been working in Nigeria for more than a decade to support education programs in Nigeria.

PROGRAM DESCRIPTION

Funded by the U.S. Agency for International Development and in close partnership with federal partners and select Nigeria States (designated as legacy [Bauchi and Sokoto], launching Adamawa) and technical assistance), the five-year Leveraging Education Assistance Resources in Nigeria (LEARN) project will support sustainable improvements in reading outcomes for first and second grade pupils. The goal of LEARN is to strengthen and scale early grade reading (EGR) best practice by ensuring that standards-based, context-appropriate assessment, materials, training, and administrative supports needed to improve literacy skills for P1-2 pupils are embedded within the federal policy, funding, and monitoring frameworks, and state and local authorities have the implementation protocols, capacity, and resources to carry out and sustain standards-based, data-driven EGR reform.

The project objective is to instill ownership in and build capacity of school-community, local, state, and federal systems to establish a base for adequate, consistent data-driven funding, monitoring and performance that increase the equity, inclusion, and wellbeing necessary to achieve sustained EGR gains. LEARN will therefore be building on lessons learned from prior Nigeria reading programs to introduce a flexible, cost- efficient EGR intervention model that can be tailored to state contexts.

Responsibilities

Job Summary:

The Director of Operations will provide leadership in the management of project operations, human resources, and administration, and will report directly to the COP. S/he will supervise all staff in operations, procurement, administration, and human relations based in Abuja, Bauchi, Sokoto, Adamawa, and other locations as relevant, adhering to the internal organizational structure. S/he will additionally serve as primary liaison with local legal counsel and with local vendors, as appropriate. This position will collaborate closely with other senior staff and all team members to ensure high standards of service delivery and accountability and full compliance with USAID and CAI regulations and policies.

The Director of Operations will report to the Chief of Party. S/he will directly supervise project managers in operations, office management, administration, HR, and procurement.

PRIMARY RESPONSIBILITIES

Work with the project's Operations team in all Nigerian locations to establish internal control systems, quality assurance, and protocols for local subcontractors and/or sub-grantees.

Ensure that the operations of the project are in place and in compliance with local law as well as with donor and CAI policies and procedures, including field operations management guide, inventory, and ICT, and are implemented effectively.

Ensure an in-depth understanding of operations and logistics among staff, as required for project implementation throughout Nigeria.

Manage and oversee staff responsible for arranging travel and logistics for staff and project equipment and inventory and provide administrative and logistical support to the portfolio of programs.

Streamline and maintain procurement processes to ensure compliance while meeting programmatic requirements.

Participate in ongoing analysis, forecasting, and review of project expenses.

Participate in budget planning and realignments, as required.

Ensure an in-depth awareness of operational issues in the context of Nigeria.

Manage, train, and mentor key team members in the areas of administration, logistics, human resources, procurement, and IT.

Serve as the primary liaison to all local vendors and subcontractors.

Responsible for day-to-day management of subcontracts with local vendors.

Provide timely and accurate reports on the location of staff and assets and maintain proper hard and soft copy files for each. Reports may be requested by HQ or donor.

Responsible for program compliance with . Government rules and regulations, and Creative policies and procedures.

Support COP in all operations tasks and duties.

Respond to requests from donor and supervisors as needed; and

Perform other related duties as assigned.

Qualifications

Minimum Required Education & Experience, Skills and Abilities

Master of Business and/or Public Administration, or related relevant field; experience will be considered in lieu of master's degree. Undergraduate degree required.

At least 12+ years general work experience including 8+ years of progressive specific experience related to the position.

Must have 5+ years of progressive experience managing and supervising groups and teams.

Fluency in spoken and written English is required.

Extensive experience in managing Procurement, Human Resources, Office Management, and IT teams on complex projects.

Knowledge of basic operating procedures in high-risk environments.

Experience in human resources management, including in Nigerian labor law, and managing expatriate staff work permits is preferred.

Proficient oral and written communication skills in English.

Strong analytical and problem-solving capacity; and

Previous experience working with USAID desired.

Only finalists will be contacted. No phone calls, please.

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