Job Description for Operations Director
Based in Lilongwe, Malawi
Division of Infectious Diseases, Department of Medicine (DOM) and Partners in Hope (PIH), a Malawian NGO

Overview
The Operations Director supports the programs of PIH and UCLA in Southern Africa. The incumbent is responsible for overseeing the Administration, Logistics (procurement, transport and facilities), Human Resources and Compliance units under the direction of the Country Director. This position also works closely with the Director of Finance to ensure alignment and support efficiency of financial operations.

The incumbent will oversee all operations activities in support of the programs and research activities funded through current programs including but not limited to:

I. EQUIP Technical Assistance (Extending Quality ImProvement) is a USAID funded program made up of a consortium of organizations convened to implement activities to co-create, co-design, co-invest and collaborate in the development, testing, and scaling of innovative approaches that address critical global health challenges in HIV care.

II. EQUIP-Malawi IHSM (Innovative HIV Services for Malawi’s achievement of 90-90-90) is a USAID-funded project, implemented to achieve the broad objectives of addressing the 90-90-90 goals for HIV testing, retention in care and viral load suppression.

III. Early Child Development Project (funded by the Hilton Foundation) focused on improving early childhood development (ECD) for HIV exposed infants using variations of standardized curriculum. The second goal is to improve maternal adherence of ART as part of a differentiated model of care.

Summary of Responsibilities
The Operations Director will be responsible for day-to-day operations, managing the program’s Administration, Logistics, HR and Compliance units. Reporting to the Country Director and serving as a member of the Country Director’s Management Team, this position’s primary responsibility is ensuring organizational effectiveness by providing leadership for all operational functions.

This position will ensure full compliance with USAID, Partners in Hope, UCLA, Malawi Government and other donor policies and procedures. Experience working in a low-resource setting with PEPFAR or other governmental and non-governmental funding sources is required. Experience working in a large-scale multi-project operation is highly preferred but not required.

Overview of Duties

1. Coordination and Supervision - Coordinate, manage and monitor the workings of the Administration, Logistics, Human Resources and Compliance units.
2. Leadership - Serve as a member of the Country Director’s program leadership team with Clinical Programs Director, Monitoring and Evaluation Director and Finance Director.
3. Liase – Work closely with the PIH Medical Center Operations unit as well as the UCLA Division of Infectious Diseases Department to ensure alignment.
4. Best Practices - Improve processes and policies in support of organizational goals. Formulate and implement departmental and organizational policies and procedures to maximize output.

5. Communication - Monitor, manage and improve the efficiency the Administration, Logistics, HR and Compliance units. Facilitate coordination and communication within these support functions and with the program unit and project teams.


Key Qualifications

- Post-secondary education in Management, Business, or HR from a recognized institution or five years of non-profit related work experience.
- At least 3 years’ experience in Financial and Personnel Management.
- Demonstrated leadership ability.
- Knowledge of government contract management and knowledge and experience in organizational effectiveness and operations management implementing best practices.
- Commitment to social justice and the mission.
- Excellent computer skills and proficient in Excel, Word, Outlook, and Access.
- Excellent communication skills both verbal and written.
- Excellent interpersonal skills and a collaborative management style.
- Budget development and oversight experience.
- A demonstrated commitment to high professional ethical standards in a diverse workplace.
- Knowledge of tax and other compliance implications of non-profit status.
- Excels at operating in a fast pace, community environment.
- Open to direction and collaborative work style and commitment to get the job done.
- Ability to challenge and debate issues of importance to the organization.
- Ability to look at situations from several points of view.
- Persuasive with details and facts.
- Delegate responsibilities effectively.
- High comfort level working in a diverse environment.
- Ability to live and work in Lilongwe, Malawi.

Salary and Benefits

This position is a full-time contract position with UCLA Department of Medicine. Salary will be determined based on level of training, experience and qualifications. This position is seconded to Partners in Hope, UCLA’s primary partner in Central Africa. The position is based full-time in Lilongwe, Malawi.

To Apply

Please send a cover letter and CV to Else Henry via email at ehenry@mednet.ucla.edu