

Social Development Foundation (SDF)
Terms of Reference for Director, Operations

The Director, Operations is a second layer management position in SDF. S/he is reportable to the Managing Director (MD) and is responsible for overall project implementation at field level. The position requires spending at least 30% of the time visiting the field level implementation along with leading and guiding the HQs level thematic managers/specialists on technical aspects of program implementation.

SDF operates projects employing the Community Driven Development (CDD) Approach for the last 15 years in the field of poverty alleviation through building sustainable village institutions leading to alleviate poverty facilitating empowerment of the extreme poor and poor particularly the women. ***The position requires proven experiences in the sphere of institutions building, community finance and livelihood activities, project management, monitoring as well as nutrition awareness and support. Moreover, strong professional report writing skills both in Bangla and English are inevitable.***

1. The main tasks and responsibilities of Director- Operations are:

- Provide day to day implementation support and operational guidance on Project Implementation to all functional staff at National, Regional, District and Field level.
- Coordinate the Regional, District and Cluster Teams with effective program implementation, staff management, preparation of required reports etc.;
- Preparation, submission and implementation of Quarterly and Annual implementation Plans by involving Field, District and Regional Teams and ensure compliance to policies and procedures;
- Ensure execution of Community Operational Manuals (COMs), the key tools for program implementation together with other manuals and procedures at all levels;
- Ensure bottom up planning and tracking of outputs, including reporting results to Managing Director;
- Ensure achievement of targets as set in Results Framework and Monitoring as stated in the Project Appraisal Document (PAD) of “Nuton Jibon Livelihood Improvement Project (NJLIP)” of SDF;
- Initiate actions to resolve issues as identified by the Governance and Accountability Unit of SDF;
- Facilitate the Implementation Support Mission of World Bank as needed and planned as per PAD;
- Coordinate activities with the field teams and ensure capacity building of employees on the project implementation guidelines through the Capacity Building (CB) Cell of SDF, and ensure compliance to policies and procedures;
- Ensure disbursement of funds to village institutions as earmarked in the annual implementation plan of SDF in line with the financing agreement signed between the World Bank and Ministry of Finance;
- Maintain and improve program and service quality by examining compliance with required operating procedures, by strengthening the implementation of programs and services;
- Liaise and coordinate with resource agencies, service agencies, government and non-government agencies at regional and district level for smooth project implementation;
- Randomly visit villages and field offices to identify implementation issues as well as to ensure quality implementation as per COM and other guidelines;
- Oversee capacity building programs for staff and communities relating to all aspects of project implementation;
- Monitor project implementation at each level, take actions to rectify deficiencies and bring implementation issues to the attention of MD that require his/her attention;
- Ensure that the NGOs hired by SDF are implementing Nutrition and Support Services at field level as per project design and agreement accomplished between SDF and concerned NGOs;

- Organize quarterly learning sharing meetings in consultation with the MD, SDF by involving MEL Dept. Of SDF, third party process monitoring agency, specialists and implementation teams with a view to solve implementation issues, refine implementation processes and improve quality of implementation;
- Support the initiation and organization development of Second Tier/Generation Federations and ensuring sustainability of the services provided by the Nuton Jibon Community Societies (NJCSs) members;
- Initiate and develop Institutional Federations of Gram Samitis, Producer Groups, Economic Activities Federation etc.; and
- Assist the Managing Director in progress reporting and other activities as requested.

2. The Key Responsibility Areas are:

- Functional coordination and monitoring of all Program units at Cluster, District and Regional levels and be responsible for their performance;
- Quality assurance of implementation relating to compliance with CDD implementation processes, as outlined in village development cycle including compliance with service standards;
- Bottom up planning and tracking of outputs, village rating system, milestones and results including reporting issues and results to MD;
- Be responsible for the performance of program team at the national level and Capacity Building Cell.

3. The Key Deliverables in terms of expected outputs/outcomes are:

- Mobilize and implement program activities in line with Annual Implementation Plan and achieve Project Development Objectives;
- Strengthening village performance complies with Program objectives and Project Implementation Milestones.
- Village Organizations access all village funds as per the agreed village phasing and schedule and function efficiently as per COM guidelines, and rated A or B grade annually.
- Achievement of intermediate outcome indicators relating to component 1, component 2 and component 3.
- Achievement of results and outputs as agreed in the annual plan for components 1, 2 and 3.
- Updating villages' level activities into SDF-MIS and all field level progress are available in SDF-MIS leading to analyzing them and initiate remedial necessary actions.
- Building capacity to all field staff in SDF-MIS
- All booklets on Community Operational Manuals and other guidelines are updated timely and disseminated among Regional, District and field teams; and
- Recommendations of the Process Monitoring Agency are timely implemented and reports are timely submitted to SDF management and the World Bank.

4. Minimum qualification, experience and competencies required:

- Masters degree in any discipline preferably Social Science/Economics/Management/Public administration/MBA with at least 20 years working experience in development field, out of which at least 10 years in Senior Management positions in implementing Community Development/Rural development /poverty alleviation projects in Government/ Autonomous bodies/ poverty alleviation program/Donor Financed projects etc.
- Must have adequate knowledge and experience in administrative, financial and project management and should be computer literate.
- Excellent analytical and interpersonal skills along with strong organizational ability, able to obtain, analyse and evaluate a variety of information; organize, interpret and present it in a

meaningful oral or written form for varied audiences and provide solid analysis leading to sound decision-making.

- Excellent interpersonal and team working skills and a high degree of computer literacy are preferred.
- Must not exceed the 52 years of age on the last date of submission of application for this position as advertised in the national dailies.
- High degree of integrity and proven ability to lead teams in difficult and complex situations.
- Proven ability to investigate, facilitate and mitigate conflicts.
- ***Professional report writing skills both in Bangla and English are extremely inevitable.***