OC00100
HEAD OF MISSION / HEAD OF PROGRAMMES

Level 15

Reports to (Hierarchical)
Cell based Operational Manager/Programme Manager

Reports to (Functional)
Cell based Operational Manager/Programme Manager

Job Family
Operations

Relations: Internal
Members of the Mission cell (HQ), All staff in the mission

Relations: External
Other NGOs, UN and other intl agencies, media, MSF sections and partners, civil and military authorities, international donors.

Main Purpose
Being responsible for MSF's operational response in the Mission. In collaboration with the operational cell, defining the mission operational strategy. Coordinating MSF's program execution, identifying humanitarian challenges, representing MSF's interests before third parties. Ensuring compliance to MSF's charter, ethical standards and policies as well as international and national laws and regulations, in order to realize organizational objectives and reach quality targets for the Mission.

Accountabilities
- Initiating and leading the mission-wide operational strategy; including country policy, annual plan, budget and policy frameworks. Leading the management team translating the strategic objectives into operational activities. Monitoring developments in MSF's general policies and strategies and adapting the annual plan of the mission accordingly.
- Monitoring and analyzing the political, humanitarian and medical situation in the country and in the region. Identifying potential fields of intervention and determining response strategies.
- Representing MSF towards external actors (national authorities, NGO's, donors, military organizations, media, etc.) to create commitment and negotiate terms and conditions

for field operations.
    - Integrating an internal and external communication policy for the mission to advocate for change.
- Leading the implementation of medical-humanitarian activities in the mission.
    - Coordinating with other MSF sections to initiate, coordinate and develop short- and long-term strategies in-country.
    - Evaluating the progress and outcomes of activities to ensure that objectives are achieved and reporting to Headquarters
- Being responsible for the planning and coordination of all human, material and financial resources to ensure the overall performance of the mission
- Leading the mission and its staff, providing a clear vision for the direction of the mission and bringing staff together across functional and geographical lines to achieve the mission's objectives
    - Managing, coaching and developing direct reports in line with human resource policies
    - Implementing Human Resources-policy and ensuring that MSF acts as a responsible employer in terms of working conditions and reduction of security and health risks.
    - Ensuring staff and management team are aware of mission strategies, ambitions and implementation plans
    - Ensuring the associative character of MSF is reflected in the briefing of all MSF staff.
- Ensuring the internal and external flow of information.
    - keeping staff and HQ informed and updated of context and security related issues.
    - producing all required planning and program performance reports in line with the HQ reporting cycle.
- Being responsible for all security aspects of the mission.
    - Defining and ensuring the implementation of the security framework in the country, in order to ensure safety of staff and visitors across the mission.
    - Ensuring the implementation of the Inter-operational directorate Security Agreement (ISA) in the mission, both in spirit and letter, promoting a culture of pro-active information sharing and collaboration."

Education

- University degree. Particularly in medicine, public health or paramedical or the field of international relations is a plus.
- For OCBA: Desirable degree in project management or HR management.

Experience

- At least two years in management positions in humanitarian aid.
- Essential experience with MSF or other NGOs
- Essential working experience in developing countries.

Languages

Mission working language essential.

Knowledge

Essential computer literacy (word, excel and internet)

Competencies

- Strategic Vision L3

- Leadership L3
- Networking L4
- Cultural L4

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