Job Description

Position: OPERATIONS – Country Liaison Officer at Tostan International
Organization Overview

Tostan is a 501(c)(3) nonprofit organization headquartered in Dakar, Senegal and currently operating in five West African countries. Strategically, the organization is committed to continuing to develop its core competency of empowering education and to documenting and scaling the sustainable impact it creates across a range of issues. Tostan’s flagship model, the 3-Year Community Empowerment Program (CEP), has already reached thousands of communities in both West and East Africa since 1991. Outcomes in governance, education, health, economic empowerment, and the environment are currently tracked, and Tostan has been particularly proud to play a significant role in the large-scale empowerment of women and girls and the community-led abandonment of harmful practices such as female genital cutting and child marriage. As a part of its 2019-2022 Strategic Engagement Plan Tostan is focused on Strategic Scaling. The organization is developing new implementation strategies to support community leadership in unlocking larger-scale systems change at regional scale. It is also creating new models for sharing and replicating its programs with other development partners and expanding its capacities to share Tostan’s overall approach to support and influence a range of local and global audiences. For more information, please visit: www.tostan.org

Team Overview

The Operations Department mandate is to serve all Tostan International departments, the National Coordinations (NCs) and the Tostan Training Center (TTC), and to ensure efficient processes and norms are in place to operationalize Tostan’s programs while keeping in mind the interest of partner communities. In coordination with Tostan International Programmes department, Tostan Training Center (TTC) and Tostan’s national offices, the team supports the monitoring, reporting and quality control of Tostan’s operations in five countries (Guinea, Guinea Bissau, Mali, Senegal, and The Gambia).

Roles & Responsibilities

Reporting to the Chief Finance and Operations Officer (CFOO), the Country Liaison Officer (CLO) is responsible for ensuring the flow of timely and relevant information between the Country Offices, the TTC, the Programme’s Department and the Operations department.

The purpose of this position is to contribute to the long-term effectiveness and sustainability of Tostan strategy by developing excellent relationships and capacity strengthening with country offices and:

- Act as a communication channel to process demands from/to the CNs and the TTC on all aspects of operations and more particularly on the aspects of reporting, capacity building, and knowledge management;
- Contribute to a better planning and reporting cycle by coaching and supporting the CNs and the TTC leadership; and
- Support effective internal communication between the TTC leadership, CNs, the Operations Department and Programme Department
Additionally, the CLO will actively participate in project reporting processes, and ensures consistent communication with all key stakeholders. He/she will ensure deadlines are met and proactively identify any delays or challenges to be addressed. He/she will be an asset to the team and will be expected to track and communicate all deadlines and to manage the delivery of accurate, high-quality reports.

**Position Summary**

- Develop and maintain quality relationships with TTC leadership and National Coordinations to understand operational contexts and generate a global view of the monthly, quarterly and annual realities of Tostan’s areas of implementation;

- Lead on the writing and coordination of the content development for quality monthly, quarterly, and annual reporting to the Executive Team and to the Board of Directors and ensure an effective and timely contribution from the field offices and various internal stakeholders;

- Provide regular and efficient reporting on the activities and projects implemented by the National Coordinations and the TTC to the Program Department teams (GPS, SERA and Pedagogy & Conception), and to improve communication and the identification and effective resolution of any problems or delays that may arise;

- Provide effective communication between the IT Program Department teams and the National Coordinations and TTC to inform the design and content of project proposals and concept notes;

- Support the National Coordinations and TTC to scale up/down demands and information needed to proper tracking and monitoring of operations;

- In coordination with the teams, identify improvement areas and establish innovative and appropriate communication channels to simplify internal communication flow and efficiently reduce the number of interactions;

- Ensure that all stakeholders have relevant information to comply with monitoring and reporting requirements;

- Support the development and improvement of internal processes related to planning, and reporting for operations; and

**Key Relationships:**

*Direct supervisor:* CFOO

*Direct colleagues:* 5 Country Coordinators, 1 TTC Manager

*Direct Reports:* None
Other colleagues: Senior management in 5 field offices, TTC, and TI (Programmes, Financial, Logistics, HR, IT and Admin/Operations managers)

Location: Tostan International office in Thiès, Senegal

Key Qualifications and Selection Criteria:

Education: Degree (Minimum Bac + 4) in Business and Administration, Organizational Development, Knowledge Management, International Development or another related field

Language Proficiency: French and English Fluency is required

Knowledge & Experience: At least 3 years with experience of coordinating multiple stakeholders as well as report writing experience in a non-profit or development sector, preferably with field experience. Experience in Sub-Saharan Africa will be an advantage.

Characteristics

• Highly self-motivated and detail oriented;
• Excellent written and verbal communication skills in English and French;
• Capacity to transfer knowledge and to coach/mentor teams;
• Excellent communication skills interpersonal and written communication with high ability to communicate complex information in simple language and formatting;
• Ability to build strong working relationships, both in-person and virtually;
• Team player, comfortable in working with multiple deadlines, under pressure and in a multicultural environment; and
• Believes strongly in Tostan’s mission to empower communities to develop and achieve their vision for the future and inspires large-scale movements leading to dignity for all.

Contract type: Fixed Term Local Contract (1 year, renewable for 2 years)

Expected start date: As soon as possible

HOW TO APPLY

Please send a CV and cover letter in English via email to hr@tostan.org with “Country Liaison Officer” in the subject line.

We are accepting applications until Nov 20, 2020

Incomplete applications will not be considered. Only candidates whose profiles are in line with the requirements will be contacted for a first written test. Tostan is an equal opportunity employer. We evaluate all applicants without unlawful considerations of race, religion, age, sex, national origin, disability, or any other basis prohibited by applicable law.