

East Africa Operations Coordinator – Job Description

Job Title:	East Africa Operations Coordinator
Responsible to:	East Africa Director
Responsible for:	Liaison between HHA UK and HHA EA Financial and Operations Departments
Location:	HHA East Africa (EA), Yumbe, Uganda (Yumbe is the nearest town to BidiBidi Refugee Settlement where operations are based)
Hours:	Full time (3-12+ months)
Remuneration:	Accommodation expenses, flights and per diem

OVERVIEW & BACKGROUND OF HHA EA

Hope Health Action is a Christian NGO passionate about providing life-saving health and disability care to the world's most vulnerable without any discrimination. Founded in 2007, HHA now operates in Haiti, South Sudan and Uganda.

Our East Africa operations launched in 2016, when HHA initiated work in South Sudan, looking to improve maternal and infant health care in a regional hospital. Due to intensified fighting as part of the civil war, our local partners fled the war becoming refugees in Uganda. Whilst we pray for a return to peace in South Sudan, we are currently focusing our energy on emergency humanitarian aid in Uganda and South Sudan.

We began working in Uganda in 2017 and in 2020, we formally registered as a Ugandan NGO, Hope Health Action East Africa, with employed staff and Board of Trustees. Through some amazing partnerships, in 2017-21 HHA has been privileged to implement a broad range of life-saving and life transforming activities including:

- Building BidiBidi's first Rehabilitation Centre for people with mobility disabilities to provide holistic outpatient care to thousands of refugees (wheelchairs, physiotherapy, prosthetics and orthotics)
- Delivering supplies of Plumpy'Nut to treat acute malnutrition, providing emergency food aid and sustainable agriculture training to over 3,000 people
- Delivering over 800 wheelchairs and corresponding follow up and repairs programme
- Introducing the CVSA blood pressure monitoring device (CRADLE) and interactive training package which facilitates early identification of high-risk pregnancy and malaria
- Providing emergency support to schools including building 2 new school blocks

We are committed to the current emergency and assisting UNHCR and local Government in their relief efforts for the South Sudanese refugees and the long-term development of peace.

Hope Health Action East Africa is a dynamic and fast growing organization with a portfolio of big projects

in Uganda and future plans to increase our work in South Sudan as the peace situation allows. We're looking for the right person to help us in this stage of operational growth to empower, mentor and equip the local team. This is an ideal opportunity for someone looking to gain experience working within an experienced and supportive NGO. As part of this work, you will be closely supported by our East Africa Director, CEO and local team.

RESPONSIBILITIES

1) HHA EA Financial Management

HHA EA has a motivated and loyal local team who require some mentoring to upgrade financial management systems. The role would involve training and mentoring the finance manager to implement and oversee delivery of the following:

- Accurate bi-monthly budgeting
- Cash reconciliation
- Accurate reporting on approved expenditure
- Payslips and payroll
- NSSF/URA (gov't tax/national insurance) payments
- Google sheet management for seeking approvals/reporting
- Hard copy filing in office
- Assist transition to QuickBooks reporting (prior experience of QuickBooks not required)

HHA has systems in place and a qualified accountant on staff in the UK. We are looking for someone who would play a mentoring/training for basic reporting requirements so whilst previous financial experience is desirable, candidates are not required to be qualified accountants.

2) Governance

Now we are formally registered as a NGO in both Uganda and South Sudan, and are official partners of both UNHCR and OPM respectively (the refugee settlement governing bodies), our governance and reporting requirements have increased and with it the need to implement strong internal systems for management of the same. The role would include:

- Working with our lawyer in Uganda to ensure we are in line with Ugandan government reporting standards for NGOs and other policies for employees/organisations in line with local legislation
- Attending UNHCR coordination meetings, building relationships with stakeholders and appropriate reporting to increase organisation visibility and building networks with other NGOs/stakeholders
- Liaising with our South Sudanese lawyer to ensure we are in line with South Sudanese government reporting standards for NGOs and other policies for employees/organisations in line with local legislation
- Liaising with our local Board to increase their engagement and working with the EA Director to report appropriately

3) Office Operations

This role would include upgrading office systems and processes to aid smooth running of our ops in

Uganda, including:

- Ensuring computers work and skills training for use of Microsoft Products/Google Drive
- Setting up good soft and hard filing system
- Asset and inventory management for storage
- Building in effective project management systems use e.g GANNT charts, Google docs tracking
- Ensuring compliance to policies and upgrading policies if necessary, e.g procurement, safeguarding, security, HR

4) Project Management

The role would include upgrading project management systems and M&E, ensuring good local implementation and reporting on projects, including:

- Baseline evaluations at project start
- M&E and exit evaluations for measurement of impact
- Setting outcomes and reporting against them
- Financial management in line with budgeting

5) Training and Equipping Team

The heart and goal of HHA is to empower and equip the local team so 1-4 should be viewed within the lens of collaborating with the local team to co-create systems that will work and last in the context, and mentoring and equipping them so that the knowledge remains and is developed locally beyond the period of the role

6) HHA EA General Operations

Beyond the specific activities stated above, this role will include other operational needs, for instance, providing support with the following;

- **Project Assistance:** Provide assistance as needed with other HHA projects pre- approved with the EA Director
- **HHA Representation:** The Operations Coordinator will help represent HHA at relevant meetings in Uganda
- **Communications and technical support:** Provide assistance on generating engaging content for UK fundraising team (photos/videos) and basic IT skills for training on use of Microsoft Office/Google Drive
- **General:** This role will provide hands on support to the East Africa Director as needs arise

Please email info@hopehealthaction.org to apply for this role, attaching CV and cover letter.

We look forward to receiving your application.