1. About Young Africa
Founded in 1998, Young Africa is a confederation of independently and locally registered affiliate organisations in Zimbabwe, Mozambique, Namibia, Botswana, and Zambia. The Headquarters of Young Africa International are based in Zimbabwe, with a supporting team in The Netherlands.

Young Africa’s mission is to empowerment of young people through skills training for employability and entrepreneurship. Employment and entrepreneurship impact on young people’s self-confidence and self-reliance, enabling them to live with dignity and purpose.

2. General Position Summary
The Head of Operations reports to the Chief Executive Officer and is a strong, innovative leader responsible for resourcefully overseeing the operations of the confederation’s principal programmes: Youth Empowerment, Community Outreach, and Global Citizenship. S/he and is accountable for achieving operational synergy and meeting the objectives set out in the strategic plan.

3. Location
Young Africa headquarters in Harare, Zimbabwe

4. Essential Job Responsibilities
Be a co-creating member of the Board of Directors, while leading the finance and operations team:
   a) Governance
   - Developing and conducting regular corporate governance assessments across the confederation, making requisite corporate governance improvement plans, implementing such plans in collaboration with affiliates and reporting progress of same,
   - Developing start-up protocols for new affiliates, orient boards and staff of new affiliates on protocols, coach directors of existing YA Affiliates,
   b) Compliance and Risk
   - Conducting regular risk assessments across the confederation, overseeing implementation of internal control systems across the confederation,
   c) Human Resources
   - Reviewing HRM policies and procedures, orienting teams across the confederation on such policies, monitoring implementation and reporting progress on HRM,
   - Conducting Human Resource audits of YA International and its Affiliates and developing short-term, medium-term to long-term Human Resources Development Plans,
   - Developing performance management tools, training staff of YA International and Affiliates in using same, monitor implementation of same and periodically reporting on progress on performance across the board,
   d) Programmes
   - Scale up Young Africa’s ways of working, i.e. its franchise method and integral approach to youth development,
   - Implement Young Africa’s proposed Quality Improvement Plan throughout the organisation,
   e) Organizational sustainability
   - Reviewing and implementation of fundraising strategy and activities, promoting YA brand visibility to enlarge the current donor base and developing and maintaining a comprehensive donor management system,
– Build up a sound financial base for the organisation’s continuity by diversifying income streams

f) **Relationships with Affiliates**

– Improve functioning and management of YA training centres, and streamline collaboration between YA International and YA Affiliates;
– Facilitating organisational synergy through exchange of relevant knowledge, expertise, and good practices and to ensure activities are carried out according to plan.

5. **Qualifications and Experience**

a) **Qualifications**

– At least a Masters’ Degree in Business Administration, Business Leadership, Operations Management, Strategic Management or other related fields.
– Bachelor’s degree in Accountancy/Financial Accounting,
– Post-Graduate Diploma in Human Resources Management/Project Management
– Valid membership of a professional body is essential

b) **Experience**

– At least 10 years of executive level role in internal audit or compliance,
– At least 5 years of experience in executive financial management or operations management,
– Some traceable experience of human resources management,
– Traceable and hands on experience of developing finance, administration, operations, human resources and compliance policies and instruments, including implementation of same in Non-Profit sector
– Comprehensive executive level experience and knowledge of administrative functions in a large organisation;
– Expertise in strategic planning, policy development, governance, and financial planning and management;
– Demonstrated ability in creating and implementing change management strategies and plans related to new structures, processes, procedures, etc.;
– Demonstrated ability to make critical operational decisions and develop sound proposals, policies, and procedures;
– Creativity in developing new (commercial) income streams;
– Experience in managing and directing professional staff;
– Sound team leadership skills from a holistic overview of the organisation;
– Skilled communicator and able to maintain effective relationships with diverse stakeholder groups;
– Ability to inspire a shared vision with a wide range of individuals or groups and to foster collaboration by promoting cooperative goals and building trust.

6. **Our Offer**

Young Africa is committed to providing you with a fair pay and benefits package that is justifiable to our donors and similar to other growing NGOs. We offer an international working environment, dynamic and purpose-driven colleagues. This position is for 40 hours a week.

7. **Further Information and Application Procedure**

Please apply at the latest by 20 December 2019, by emailing your motivation letter and curriculum vitae to Dorien Beurskens, CEO at ya.hub@youngafrica.org, with subject ‘Head of Operations application’.

For more information about this position you can contact the CEO or Hilke Tol, Supervisory Board member, at hilke.tol@youngafrica.org