

Job/Role Title	Head of Corporate Services
Division	Internal Facing
Grade	G
Location	Regional
Responsible to	Dual Reporting to Regional Director and Director, Financial Management
Date	August 2023

Role Purpose: To lead effective and efficient management of the regional budgets, local compliance, office operations and support, as required to the Regional Team with financial oversight and contracting.

Context of role:

- This role is responsible for Financial Management, local compliance, oversight of HR Administration and Office Management.
- It is an internal facing role focused on smooth running of the Secretariat operations, creating a 'can-do' environment and more streamlined ways of working.
- It is part of the Regional Senior Management Team and will support AOCs with financial oversight and contracting.
- The Membership Support & Development Team will provide the MA facing support direct to MAs.
- The role has dual reporting to the Regional Director and to the Director of Financial Management.
- The role is part of the vertically integrated Finance, Admin & IT function and will:
- support the development, evolution and implementation of global systems, processes, reporting requirements and reporting standards.
- interface/have key dependencies with the global Finance hub based in Delhi who will process payment transactions, financial analysis and consolidated project financial budgeting and reporting.
- The designated roles for HR Administration and/ or IT, wherever available, will have dual reporting to the Corporate Services Lead and to the dedicated People Business Partner and Head of Information Technology (where applicable).
- This role will also have an interface with the Director of Global Risk and Assurance.

Management reporting – will depend on the size/scale/location of the Regional office:

- It will include: HR & Office Administration, in-house or outsourced IT support staff.
- It may include: Financial Officer, Office Administration, Office Facilities, Travel Expedition staff.

Role Deliverables:

Finance & Administration:

- Leads budget management, forecasting, funds allocations and reporting in Region.
- Leads on the effective and efficient implementation of accurate data entry and uploads including time-sheet management, grant release requests and invoices/ bills.
- Oversee outsourced payroll and payroll related taxes/insurances/adjustments. Ensure timely upload of all local statutory and payroll payments.
- Supports AoCs/ Fund raising teams in the preparation of budget for fund raising proposals.
- Ensure timely local procurement allocation, requisition and acceptance of local procurements.
- Engage and collaborate with procurement officer in the hub to coordinate procurement of other services and goods.
- Engage with compliance officer in the finance hub to ensure adequate protocols and calendars are in place to ensure all local statutory compliances are met.
- Responsible for local statutory compliance and reporting including registrations, ministry relationships and banking relationships.
- Oversight of office management/security and travel management.
- Oversight of effective HR Administration.
- Oversight of effective local IT support and hardware asset management.

Risk & Assurance:

- Leads, plans and implements the identification, reporting and mitigation of risk, including security and safety.
- Leads local audits & in responding to corrective actions.
- Support global audit processes – both internal and external.
- Support the AoCs and Director of global Risk and Assurance with advice on any financial wrongdoing's investigation at the Member Association/ partner level.
- Advocates and implements progress/outcomes on any financial wrongdoing investigations which will be outsourced.
- Support AoCs with MA Contracts prepared to global template, including advising on any regional variations, to be signed off by Director, Global Risk and Assurance.
- Safeguarding and Incident Management: RIRU Leadership and incident co-ordination for MA Financial wrongdoing.

Key Skills/Expertise:

- A qualified chartered accountant having significant accounting experience with a track record of managing planning and budgeting cycles including rolling quarterly forecasts.
- Experience of managing a broader office operation, team management and creating the appropriate balance of support and challenge.
- Experience of value for money decision making processes.
- Experience of allocating and managing requirements of restricted donor funding and pooled funding.
- Experience of working with global systems/processes.
- Experience of local jurisdictional/ statutory requirements including knowledge of reporting and registration requirements for the geographic location of the post.
- Evidence of setting and managing robust standards of performance and compliance with a strong eye for detail and accuracy.
- Evidence of creating an environment of visibility, transparency, integrity, learning and improvement
- Demonstrates good judgment and decision-making, including when to engage help.
- Excellent analytical skills and evidence of using quantitative /qualitative data to inform decision-making.
- Excellent excel, writing and reporting skills in English and has other languages like French, Spanish, Arabic as required within the Region.
- High level of organizational skills, planning, time and team management with the ability to adapt to changing needs.
- Collaborative and open style of working with ability and willingness to work in and lead a diverse and multicultural environment that role models respect of all cultures, inclusion and no discrimination.
- Demonstrate an understanding of and commitment to safeguarding in a local and international context.
- Demonstrates ability and willingness to work in a diverse, multicultural, multilingual and intergenerational environment that is anti-racist and respectful of others
- An intersectional (pro) feminist passionate about sexual reproductive health care rights + justice, including safe abortion
- Supportive of people's rights regardless of sexuality or gender identity/expression and supportive of worker's rights and access to health care in sex work.

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