

Country Director – Uganda, Mercy Corps

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Company: Mercy Corps

Location: Kampala

Category: other-general

Description

LocationKampala, Uganda **Position Status:** Full-time, Non-exempt, Regular

About Mercy Corps

Mercy Corps is powered by the belief that a better world is possible. To do this, we know our teams do their best work when they are diverse, and every team member feels that they belong. We welcome diverse backgrounds, perspectives, and skills so that we can be stronger and have long term impact.

MC Uganda Programs Summary

Mercy Corps has been present in Uganda since 2006, focusing its interventions on economic and agricultural development, maternal child health and nutrition, governance, conflict management and humanitarian response. With funding from USAID, FCDO, DANIDA, AFD, ADA and private foundations, Mercy Corps has been able to work together with communities in Uganda to drive transformative change in the communities where we work, with a particular focus on addressing the needs of youth, refugees and adolescent girls in last mile and pastoralist communities. In 2023, Mercy Corps reached almost 1 million participants in Uganda through our work to build resilience and enable economic growth, improve access to energy, and strengthen governance and conflict management. Innovation is at the core of Mercy Corps' work in Uganda, and we look to accelerate innovative solutions to meet the challenges Ugandans face, through a focus on climate change adaptation, access to energy, financial inclusion and economic opportunities for refugees and pastoralist communities.

General Position Summary

The Mercy Corps Uganda Country Director is an innovative and visionary leader responsible for resourcefully managing all programming in Uganda. Looking to build on interventions that have already achieved lasting improvement in the lives of more than 930,000 Ugandans, s/he will continue to build a high-performing portfolio of transformative, multi-sectoral programming that is accountable to both program participants and donors. Placing a high value on innovative solutions to complex development challenges and creative partnerships, s/he pursues funding opportunities and builds partnerships that strategically connect programs into a cohesive country portfolio, guided by a long-term strategy. With an overall portfolio of approximately \$19 million, the Country Director has full supervisory responsibility for the country team. This is an exciting opportunity to influence key outcomes and make a lasting difference in the lives of Ugandans.

Essential Responsibilities

Strategy & Vision

Communicate a clear and compelling vision of present and future program goals and strategies to team members and external stakeholders that translates into concrete programs and work plans.

Set direction by prioritizing and organizing actions & resources to achieve objectives and maximize impact.

Lead the annual country planning process and provide strategic updates on notable achievements.

Work collaboratively with headquarters and regional technical support teams to access technical and operational support for program design and implementation.

Recognize opportunities for innovative action and create an environment where entrepreneurial thinking and alternative viewpoints are welcome. Remain current with key Mercy Corps' key approaches, including resilience in fragile contexts, market systems development, cash-based programming, youth employment, systems thinking, etc.

Team Management

Recruit and lead an efficient, capable and high-performing team, with a particular emphasis on developing and promoting national talent.

Develop the capacity of the team, deepen understanding of their roles and assist with career development.

Assist team members with information, tools and resources to improve performance and reach objectives.

Promote accountability, communicate expectations and provide constructive feedback informally and formally via regular one-on-ones and performance reviews.

Create and sustain a work environment of mutual respect where team members strive to achieve excellence.

Contribute to country team-building efforts, help team members identify problem-solving options and ensure the integration of all team members into relevant decision-making processes.

Program Operations Management

Apply Mercy Corps' M&E principles and framework to programs and ensure the country's overall strategy includes effective, timely reporting systems for all donors.

Ensure effective, transparent use of resources in compliance with Mercy Corps and donor policies/procedures.

Oversee budget management of sub-grantees/sub-contractors, if applicable.

Build and maintain operational systems that ensure proper administrative support for programs, as well as segregation of duties between finance and operations.

Ensure all interventions adhere to Mercy Corps' Gender Policy, Do No Harm principles, and beneficiary accountability standards, including efficient CARM and safeguarding mechanisms across all programs.

Support country teams to improve data collection, management, and use to build a culture of adaptive management, high-quality program performance, and learning.

Finance & Compliance Management

Coordinate overall country budget; manage budget within approved spending levels and establish an annual cash flow plan to ensure a steady and adequate supply of funds for program activities.

Build and maintain operational structures that ensure proper segregation of duties between finance, administration and logistics and fully support field programs.

Build and maintain an environment of collaboration among program, finance, operations and human resource team members resulting in optimal support for program activities.

Ensure program implementation is on time, on target and on budget, using effective M&E systems to reach desired impacts.

Create and maintain systems ensuring effective and transparent use of financial resources for timely and informative reporting in line with donor and Mercy Corps policies and procedures.

Ensure compliance with donor and Mercy Corps regulations related to programming.

Work with auditors to facilitate their work and then work with the country team to make changes based on their findings and recommendations.

Influence & Representation

Maintain productive relationships with internal and external stakeholders, such as peer organizations, private partners, national and local governments, local NGOs, etc.

Participate in coordination groups in country and contribute to shaping the donor's views on development priorities.

Develop innovative funding proposals that further Mercy Corps' strategic objectives within the country.

Represent Mercy Corps programs with national and international media and participate in community activities as appropriate.

Demonstrate flexibility, resilience and ability to maintain positive relationships and composure.

Maintain high ethical standards and treat people with respect and dignity.

Security

Liaise with the Director of Global Security, Deputy Regional Director, and Africa Security Advisor on crucial events, high-risk periods, and incident reporting and security policy

changes.

Manage security and safety of the entire country team and Mercy Corps assets according to best practices, MC operating standards and field realities.

Ensure the safety and security of staff members through regular review and adaptation of security protocols and procedures including the country security plan.

Supervisory Responsibility

Four direct reports (Director of Strategic Operations and Programs Support Services, Director of Programs, New Initiatives & Partnerships Manager, Senior Ethics & Assurance Officer) and 86 indirect staff.

Accountability

Reports Directly To: East & Southern Africa Regional Director **Works Directly With:** HQ-based Program, Operations, Finance, Compliance, Fundraising and Technical Support Unit; Uganda leadership and program team, as well as staff involved in multi-country and complex programming. **Accountability to Participants and Stakeholders**

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects.

Minimum Qualification & Transferable Skills

BAS or equivalent in relevant field required; MAS preferred.

7-10 years of field experience in international relief and development programs, including demonstrable success in managing (large, complex, transitional) development programs.

5 years of senior-level leadership, capacity building and field management experience.

Demonstrated success managing and bringing together a multi-cultural team with team members in multiple offices.

Successful and proven negotiation, communication and organization skills.

Demonstrated experience developing a compelling strategic vision and success in securing funding for country programs.

Demonstrated success working effectively and respectfully with host country government, private sector, INGO, NGO partners and other stakeholders in complex environments.

Proven skills in financial and grants management; prior experience with USAID, DFID, EC and other donors.

Internationally recognized qualification in project or program management or a commitment to obtain the qualification in the early months of work.

Excellent oral and written English skills required.

Ability to work effectively with an ethnically diverse team in a sensitive environment.

Previous work experience in countries where travel to insecure areas is required and management of programs in insecure locations.

Experience working on emergency and disaster response as appropriate.

Success Factors

The successful Uganda Country Director will articulate a fresh and compelling vision for Mercy Corps in Uganda and skillfully represent programmatic priorities of the agency to donors and regional partners while providing effective leadership to the Mercy Corps program team. S/he will have high emotional intelligence, constructive mentoring skills and proven experience with capacity building and will be committed to long-term program sustainability and the delivery of high-impact activities at the community level. The role is a hands-on position and success will be determined by the level of direct engagement in program development, oversight of projects, fundraising for new projects and representing the agency to stakeholders. The successful Country Director should welcome multi-tasking and taking an active role in program design and overarching strategy. Successful Mercy Corps team members have a strong commitment to teamwork and accountability, thrive in evolving and challenging environments, and make effective written and verbal communication a priority.

Living Conditions / Environmental Conditions

The Country Director is based in the capital city Kampala. The location is accompanied and secure. Housing is family accommodation with unlimited freedom of movement beyond the house/office. There are several international schools in Uganda. Staff have a high degree

of access to services (medical, electricity, water, etc). This position requires 35% travel by road and air to field offices. Mercy Corps team members represent the agency both during and outside work hours when deployed in a field posting or on a visit or short-term assignment to a field posting. Team members are expected to conduct themselves in a professional manner and respect local laws, customs and MC's policies, procedures, and values at all times and in all in-country venues. Fostering a diverse and open workplace is an important part of Mercy Corps' vision. Mercy Corps is an Equal Opportunity Employer regardless of background. We are committed to creating an inclusive environment.

Ongoing Learning

In support of our belief that learning organizations are more effective, efficient and relevant to the communities we serve, we empower all team members to dedicate 5% of their time to learning activities that further their personal and/or professional growth and development.

Diversity, Equity & Inclusion

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives. We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

Equal Employment Opportunity

Mercy Corps is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have sustained global impact. We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

Safeguarding & Ethics

Mercy Corps is committed to ensuring that all individuals we come into contact with

through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC **and have signed on to the** We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to and values at all times. Team members are required to complete mandatory Code of Conduct elearning courses upon hire and on an annual basis.

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