



**Islamic Republic of Afghanistan**  
**Ministry of Rural Rehabilitation and Development**  
**Citizen Charter Afghanistan Program**  
برنامه ملي میثاق شهروندی



## **External Vacancy Announcement**

### **Introduction**

The Citizens Charter is a National Priority Program (NPP) of the National Unity Government (NUG) that was officially launched on September 25, 2016.

The Citizens Charter is an inter-ministerial, multi-Sectorial NPP, where Ministries have collaborated to provide basic services to rural communities. The key service delivery ministries involved are: Ministry of Rural Rehabilitation and Development (MRRD), Ministry of Education (MoE), Ministry of Public Health (MoPH) and Ministry of Agriculture, Irrigation and Livestock (MAIL), with oversight by Ministry of Finance (MoF). MRRD has a key role and will be responsible for infrastructural development and strengthening CDCs and Cluster CDCs. The Community Development Councils (CDCs) will be linked to sub-national government to improve communication and coordination from the community to the district, provincial and national levels - increasing Government visibility and accountability. The Citizens' Charter is an important foundation for the Government's reform agenda, contributing to a number of priority areas including: Ensuring Citizens' Development Rights; Building Better Governance; Reforming Development Planning & Management and Developing Partnerships.

The Citizens Charter intends to improve service delivery by ensuring minimum service standards, provide greater responsiveness by the Government to the people and increase the level of public satisfaction with services. The Charter commits to deliver the following core services across the country over a 10 year period:

- Basic health services
- Basic education access
- Safe drinking water and sanitation
- Improved farming technologies and the delivery of extension services
- Rural connectivity with tertiary roads
- Rural renewable energy

<b>Title:</b>	<b>Senior Operations Officer</b>
<b>Vacancy Announcement No:</b>	<b>276/HRMD/CCAP/MRRD</b>
<b>No. of Post:</b>	<b>1</b>
<b>Duty Station:</b>	<b>Kabul HQ</b>
<b>Duration:</b>	<b>1 year (extendable)</b>
<b>Salary:</b>	<b>As per NTA Salary Scale</b>
<b>Announcing Date:</b>	<b>15 June, 2019</b>
<b>Closing Date:</b>	<b>24 June, 2019</b>

### **Key Responsibilities:**

To work with the Operations Director to ensure the smooth running of the organisation – people, finance, and workplace; to support the delivery of the CCNPP’s activities, services and provide PA support to the Director and Senior Management.

- Monitor the implementation progress of CCNPP, identify gaps/ delays, and as per Director Operations instructions, recommend changes where necessary.
- Undertake the tasks assigned to Director of Operation resulting from MTR action plan, and subsequent supervision missions.
- Follow up on the ISM Actions Points with all relevant Divisions and Units, provide clarifications when needed and report on Progress to the Director Operations.
- Monitor implementation of CCNPP MTR and supervision mission action plan and report directly to the Directorate of Operations.
- Conduct regular and periodic best practice workshops and compile lessons-learned and best practices from the field.
- Follow up on OM translation, editing, copying and distribution to all stakeholders in a timely manner.
- Liaison with the HRM Division on trainings packages required for the new OM.
- Compile questions and responses for preparation of quarterly FAQs, ensure proper translation and dissemination.
- Visit communities facilitated by each FP selected on random basis and review adherence to the Operational Manual, deviances from the same, challenges, perception of CCNPP, implementation gaps.
- Advise the DoO of major frequent deviances, challenges and make recommendations on how to address them.
- To lead on the day to day facilities coordination, general office housekeeping, health and safety and maintaining the shared document storage systems, filling of the documents related DoO office and keep the record of all approved documents.
- Oversee meeting agendas and minutes of the Operations Meetings, Management Meetings and follow up on the results with staff and subordinates.
- Advise operational teams and share knowledge with them about donor policies and requirements;
- Develop the Operation Strategy for the CCNPP Divisions that will roles and responsibilities of each individual towards implementation and Operations of the Program.

- Ensures all related project materials are properly documented and archived, with the objective of building core product expertise and a solid knowledge base;
- Brief Director Operations on Progress and Challenges of the daily operations, updates on the progress of the divisions and on the overall progress of the Program.
- Develop Weekly briefs on the Operations and on the Progress of the Projects to the Director Operations and when needed.
- Carefully follow up on the instructions of the Director Operations on Programs related activities.
- Perform any other activities assigned by the Director of Operations.

## **Knowledge/Experience, Qualifications/Skills and abilities required:**

### **Qualifications**

#### **Qualifications and Experience:**

Proof of specialized qualifications sufficiency for this position will be:

- Bachelor Degree in Public administration, Economics, Business Administration or relevant field.
- 5 years professional experience relevant to the position.
- Minimum of 2-3 years managerial or supervisory experience will be preferable
- Ability to work under pressure and late hours.

### **KNOWLEDGE AND ABILITIES:**

- Fluent in English, Dari and Pashto both Oral and Written (Must)
- Excellent computer skills in MS Office (especially Word, Excel and Outlook)
- Good understanding of donor policies, political environment and decision-making processes, and familiarity with the broader aid landscape.
- Excellent written and verbal communication skills with demonstrated ability to think strategically and synthesize complex issues (translated into effective oral and written briefs).
- Good management skills
- Ability to understand and follow complex oral and written directions
- Good communication skills both verbal and written.
- Good problem-solving skills.
- Dependability
- Good analytical skills.

- Excellent written and spoken English
- Must be able to work under pressure, pay attention to details, show self-initiative, be assertive yet diplomatic and;
- Ability to get along well with others
- Ability and willingness to undertake field travel as required within and outside of Afghanistan
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**Report to:**

To the Director of Operations

**How to Apply:**

Please send your up-to-date CV with covering letter telling us why you are applying and how you met the required competencies before closing date, Interested Afghan Nationals should submit their applications in writing (clearly indicating on the subject line the title of the position and Vacancy Announcement Number E.g. **Senior Operations Officer - 276/HRMD/CCAP/MRRD** to: [vacancies@ccnpp.org](mailto:vacancies@ccnpp.org)

**Important Note:** any/all application without the mentioned subject line will not be consider,

The MRRD/CCNPP strongly encourages woman candidates to apply. It applies a pro-active and positive discrimination policy towards woman candidates as follows:

- Women candidates with slightly lower than the stated required educational qualifications will also be considered.
- If offered this position, the woman position holder will be allowed an adult male or female relative as a Mahram for official travel, if/when required.
- The MRRD and its CCNPP will promote a women-friendly environment with clear anti-harassment policies enforced.

The Human Resources Management and Development Division

Tashkilat Street, District 6th, Darul Aman

Citizens Charter National Priority Program

Ministry of Rural and Rehabilitation and Development

Kabul, Afghanistan