



Centre for Affordable Housing Finance in Africa

JOB DESCRIPTION

1. JOB TITLE	Chief Operating Officer (COO)
2. DEPARTMENT	Senior Leadership Team (Exco)
3. JOB LEVEL & GRADE	
4. REPORTING TO	Board Chair
5. DIRECT REPORTS	Finance Manager; Finance Officer;
6. DATE	April 2023

JOB PURPOSE

The Chief Operating Officer (COO) is responsible for working with the Executive Director in defining and implementing the organisational strategy with a view to achieving organisational sustainability and performance to the satisfaction of the Board, funders, and other stakeholders.

The COO is responsible for the general operational oversight and coordination of delivery of CAHF programmes, including CAHF's role as Secretariat of the AUHF. The COO is responsible for resource optimisation and management, project and programme financial management, donor engagement and reporting, and coordinating the support services and Board for CAHF. The COO is also responsible for developing, implementing and managing systems, policies and procedures that are compliant with good governance and statutory regulations and deliver in a way that is efficient, integrity-based and supports the achievement of the CAHF mission and purpose.

The COO is the head of the Senior Leadership Team (Exco). The role is also responsible for participating in and contributing to the success of CAHF through providing leadership, strategic support and proactive problem resolution.

Key Result Areas	Outputs
Governance and Leadership	<ul style="list-style-type: none"> • Support the CAHF ED and Board in the formulation of the CAHF short- and medium-term Organisational Strategy, through designing and overseeing the CAHF strategic planning process, including canvassing the inputs of both internal and external CAHF stakeholders. • Support the ED in developing the CAHF Integrated Operational Plan to implement the CAHF Strategy by setting strategic performance deliverables, agreeing on the allocation of tasks and deliverables to departments and individuals and securing SLT agreement for the Plan. • Support the ED in the implementation of the Organisational Strategy and Operational Plan by defining targets for the teams, agreeing the allocation of systems and resources, tracking and evaluating performance progress against the agreed plans, and agreeing and implementing performance improvement plans where variances exist. • Managing the appointment and performance of support service providers (IT, HR etc.) by reviewing CAHF requirements, defining contracts with SLA's, sourcing suppliers and appointing in accordance with procurement policy and procedures. • Managing the protection of CAHF data and information by defining back-up processes and systems and ensuring that IT service providers identify and implement routine IT maintenance, virus protection and IT security risks management. • Managing the implementation of the CAHF document management system by defining policy, procedure and filing protocols, conducting audits to identify issues, and addressing non-compliance. • Supporting and coordinating the board and other governance meetings by developing the annual board calendar, scheduling board meetings, distributing board invitations, confirming the quorum, coordinating the compilation of board packs, and developing and distributing meeting documentation (including agenda and actions lists).
Reporting and Compliance	<ul style="list-style-type: none"> • Report on CAHF and AUHF operational performance by tracking strategic performance against targets, identifying progress and areas of concern, drafting reports and submitting quarterly. • Facilitate the development of the Funder Reporting formats by defining CAHF reporting standards and templates, aligning with Funder requirements, and communicating these requirements internally. • Review draft Funder Reports produced by the CAHF team, collaborating with relevant members of SLT to receive required narrative and financial reports in the SLT agreed formats, and conducting quality checks before sign off. • Ensure the submission of all HR compliance reporting (EE, WSP/ATR etc)

Key Result Areas	Outputs
	<ul style="list-style-type: none"> • Ensure that all statutory requirements (e.g., POPI and OSHEM, CIPC, etc.) are complied with and filed on time by developing a compliance schedule or plan, completing the required reports, verifying quality and submitting by deadline.
Systems, Policies and Procedures	<ul style="list-style-type: none"> • Coordinate the enhancement and review of all organisational systems, policies, procedures and internal processes, and identify inefficiencies and risks, provide guidance and advice to optimise delivery and implement revisions where necessary. • Manage the implementation of business systems by understanding the needs, supporting the scoping and development of systems, and managing the implementation of organisational systems as required. • Facilitating the resolution of departmental inefficiencies, productivity challenges and quality concerns by evaluating the causes, resolving, revising the system, policy or procedure, training staff on new requirements and managing compliance and implementation.
Human Resources Development and Management	<ul style="list-style-type: none"> • Provide leadership and motivate to the staff of CAHF within a multi-national, multi-cultural and multi-disciplinary work environment with an emphasis on continuous learning and development as well as organisational performance and subject matter excellence within the field that CAHF operates. • Develop and maintain a Medium-Term Resource Plan for CAHF by defining the resource requirements and obtaining approval from the SLT and Board on their funding, procurement, and ongoing development. • Providing the necessary operational support to the responsible manager for the recruitment, selecting and appointment of new staff, planning and managing their onboarding into CAHF and supporting the responsible manager in managing their probation periods. • Develop and maintain an up-to-date staff Growth and Learning Plan, obtain approval for the plan, and monitor and report on the implementation of the plan. • Ensure the establishment of individual Performance Management Systems and Procedures to empower staff with supervisory functions to manage individual and team performance by defining and recording performance expectations, monitoring performance, providing feedback and reward to staff, addressing areas of concern and monitoring performance improvements on a monthly and quarterly basis. • Ensure that all necessary HR policies and procedures are in place and being implemented by tracking compliance and identifying areas for improvement and implementing corrective action.

Key Result Areas	Outputs
Performance Management – Programme and individual	<ul style="list-style-type: none"> • Oversee the day-to-day operations of the organisation by monitoring and addressing challenges hindering delivery to agreed objectives and mission critical targets daily, weekly and monthly. • Work with the ED and the Board in leading change through developing structured change interventions within the organisation, ensuring programme and individual performance management structures and systems are in place and maintained so that planned delivery is completed according to targets. • Ensure that the monitoring and evaluation of programme and project performance takes place on a quarterly basis, and record and monitor the implementation of SLT and Board agreed performance variance corrective measures.
Financial Management and Reporting	<ul style="list-style-type: none"> • Ensure that financial management within CAHF/AUHF meets good practice standards by overseeing the financial practice, obtaining approval for authority limits and managing compliance with the financial policies, procedures and standards on an ongoing basis. • Ensure the compliant allocation and utilisation of funds by facilitating the approval and implementation of an organisational budget, tracking financial revenue and expenditure performance against the budget and addressing discrepancies or challenges as and when required. • Track project and programme expenditure by developing income and expenditure schedules and updating the SLA register, monitoring income and payments, tracking against SLA deliverables/outputs, addressing delivery delays impacting on invoicing and managing project income against delivery. • Ensure sound Project and Programme Financial Management by facilitating the capturing of information into the prescribed operations systems and the maintenance of accurate and complete financial records. • Coordinate the CAHF/AUHF project/programme tender processes and compliance with donor requirements, by reviewing donor contracts, and ensuring that procurement processes comply with policy and procedures and principles of good governance.
Risk Management and Compliance	<ul style="list-style-type: none"> • Manage the identification of strategic, financial and operational risks and the agreement and implementation of risk mitigation measures for the organisation by facilitating organisation wide risk assessments and ensuring management reporting on the implementation of agreed risk mitigation plans.
Stakeholder Management	<ul style="list-style-type: none"> • Foster positive stakeholder sentiments toward CAHF by mapping and documenting the stakeholders that most strongly influence CAHF’s sustainability and ability to achieve CAHF’s objectives, and by formulating and obtaining approval for the measures needed to nurture and improve stakeholder sentiment.

Key Result Areas	Outputs
	<ul style="list-style-type: none"> • Support the ED and the SLT in the resolution of stakeholder concerns by proposing corrective actions, assisting to implement solutions, and evaluating the effectiveness of those solutions. • Represent CAHF in discussions with stakeholders with the objective of furthering the interests and mission critical objectives of CAHF, and provide feedback on this to the SLT and the Board where required. • Build and maintain sustainable and resilient relationships with funders by utilising opportunities that are presented, providing feedback and reports, conducting presentations and supporting the CAHF profile amongst all potential funders.

FORMAL QUALIFICATIONS AND EXPERIENCE

- Post-graduate (NQF 8) qualification in business management, operations management or other relevant discipline
- At least 10 years senior management experience which at least 3 at an executive leadership role with engagement with Board or equivalent
- At least 5 years Executive Management experience
- At least 5 years general management experience
- At least 15 years working experience
- At least 10 years working experience with donor funds and grants.
- At least 4 years board engagement and support experience
- Knowledge of the Basic Conditions of Employment Act, and the Labour Relations Act.

APPROVAL	
Manager:	Employee:
Signature	Signature:
Date:	Date: