

CRS Myanmar Job Announcement: Head of Office

Job Title: Head of Office (based in Mandalay)	Reports to: Country Manager
Department: Operations	Salary Grade: 10

About CRS

CRS works to *save, protect, and transform* lives in more than 100 countries, without regard to race, religion or nationality. CRS' relief and development work is accomplished through programs of emergency response, HIV, health, agriculture, education, microfinance and peacebuilding. CRS has worked with local partners in Myanmar for almost two decades, serving vulnerable populations with agriculture, livelihoods, nutrition, food security, shelter, and water and sanitation programming.

Job Summary

You will manage and represent CRS' activities implemented through local partners operating through its sub-office in Mandalay to ensure the implementation of high-quality programs serving the poor and vulnerable. Out of the Mandalay sub-office, you will ensure the development and effective management of operational systems and resources and the delivery of high-quality programming in coordination with the CRS main office in Yangon and local implementing partners.

Roles and Key Responsibilities

- Manage planning and implementation of all key activities at the sub-office level ensuring alignment with the agency strategic programming and operations excellence priorities and standards. Approve expenses, monitor spending, and make budget adjustments in line with operational and programmatic needs and donor requirements.
- Serve as the security focal point. Proactively manage security and mitigate security risks. Ensure a safe work and living environment through leading implementation of safety and security protocols and staff care and well-being best practices.
- Effectively manage talent and supervise. Manage team dynamics and staff well-being. Provide coaching, strategically tailor individual development plans, and complete performance management for direct reports. Monitor and assess performance to ensure adequate capacity. Contribute to staffing plans and recruitment process of senior staff.
- As the primary representative of CRS in Mandalay, strengthen existing and develop new relationships with local partners, government and community organizations.
- Proactively and effectively manage resources and promote stewardship, ensuring program and operations teams and partner staff have and optimize the appropriate human, financial, and material resources and tools.
- Work with local partners to ensure high-quality project implementation, management, and compliance with programmatic standards, policies and procedures through project review systems and quality control (comprehensive M&E systems, budget review and analysis). Promote documentation of program reviews, success stories, and lessons learned
- Monitor day-to-day operations to ensure all operational services are delivered with high quality in an efficient manner and adhere to policies. Manage risk and address challenges that affect the proper stewardship, optimal utilization and maintenance of program assets and resources (financial, human, and material).

- Create and maintain the proper conditions for learning. Establish a safe environment for the sharing of ideas, solutions, and difficulties and the capacity to detect, analyze and respond quickly to small deficiencies. Identify capacity strengthening needs for staff and partners and coordinate with program and operations teams to address capacity strengthening.

Basic Qualifications

- Master's Degree in Business Administration, International Relations, or relevant field required. Additional experience may substitute for some education.
- Minimum of 5 years work experience in a non-profit, development, and/or humanitarian organization with progressive responsibilities and some project management experience. At least 2 years of experience with an international organization required.
- Experience working with local implementing partners using approaches that prioritize local leadership and capacity strengthening.

Required Languages - Fluency in English and Burmese language required. Additional local languages a plus.

Travel - Must be willing and able to travel up to 30% to field sites or to other offices, as needed.

Knowledge, Skills and Abilities

- Excellent strategic, analytical, systems thinking, and problem-solving skills, with capacity to see the big picture and ability to make sound judgment and decisions.
- Strong relations management abilities. Ability to relate to people at all levels internally and externally. Strategic in how you approach each relationship.
- Team leadership abilities
- Proactive, resourceful, solutions-oriented and results-oriented

Preferred Qualifications

- Experience working with humanitarian donors.
- Experience in stakeholder management and establishing and strengthening community partnerships.
- Staff management experience and abilities that are conducive to a learning environment.
- Knowledge of procurement and general office administrative/management issues
- Proficient in MS Office package (Excel, Word, PowerPoint, Visio), Web Conferencing Applications, and information management systems.

Agency REDI Competencies (for all CRS Staff):

Agency competencies clarify expected behaviors and attitudes for all staff. When demonstrated, they create an engaging workplace, help staff achieve their best, and help CRS achieve agency goals. These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.

- **Personal Accountability** – Consistently takes responsibility for one's own actions.
- **Acts with Integrity** - Consistently models values aligned with CRS Guiding Principles and mission. Is considered honest.
- **Builds and Maintains Trust** - Shows consistency between words and actions.
- **Collaborates with Others** – Works effectively in intercultural and diverse teams.
- **Open to Learn** – Seeks out experiences that may change perspective or provide an opportunity to learn new things.

Agency Leadership Competencies:

- **Lead Change** – Continually looks for ways to improve the agency through a culture of agility, openness, and innovation.
- **Develops and Recognizes Others** – Builds the capacity of staff to reach their full potential and enhance team and agency performance.
- **Strategic Mindset** – Understands role in translating, communicating, and implementing agency strategy and team priorities.

Supervisory Responsibilities: Operations and Programming staff based in Mandalay

Key Working Relationships

Internal: Country Representative, Country Manager, Head of Operations, Program teams, Administration, procurement and Finance teams, visiting Technical Advisors

External: Local partners, local authorities, donors, community leaders, project participants, suppliers

****Our Catholic identity is at the heart of our mission and operations. Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We welcome as a part of our staff people of all faiths and secular traditions who share our values and our commitment to serving those in need. CRS' processes and policies reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.*

Disclaimer: This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.

CRS' talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

CRS is an Equal Opportunity Employer

Interest candidate should submit their CV and covering letter, **on or before 9^h May 2025.**

To CRS recruitment email: mm.recruitment@crs.org

By applying to this job, the applicant understands and acknowledges that CRS requires its staff to treat all people with dignity and respect and to actively prevent harassment, abuse, exploitation, and human trafficking. Further, the applicant understands that if s/he is a successful candidate, s/he will be subject to a comprehensive background check, and their personal/professional references will be asked to evaluate their behaviors related to the above safeguarding-related topics.