

Position title:	Head, Professional Services
Position location:	Ottawa, ON (or within travelling distance to Ottawa when required)
Reports to:	Sr. Director of Programs
Direct reports:	Managing Specialists of FRI Specialty Teams
Works closely with:	Executive Director; Advisor for Strategy and Growth; Head of Stakeholder Engagement; Head of Project Implementation, and Director of Finance
Deadline to apply:	Open until filled

Nature and Scope

Reporting to the Sr. Director of Programs and overseeing Farm Radio International's (FRI) Specialty Teams, the Head, Professional Services (HPS) will add a new dimension to our current offerings by developing, optimizing, promoting and managing the provision of expert consulting services to FRI projects, external stakeholders and other interested parties. Specifically, the HPS will optimize the performance and aid in the generation of new opportunities for the teams that deliver FRI expertise in:

- radio craft training and development;
- the development and integration of digital/new media tools with radio;
- measurement and evaluation specifically related to the reach and impact of *communication for development* initiatives and sharing the lessons learned from these initiatives; and
- gender equality and inclusion in communication for development.

Each of these teams is led by a Managing Specialist and includes experts in areas of radio craft training; radio program design; radio program quality measurement and improvement; social and behavior change communication; digital innovation; monitoring and evaluation of the reach and effectiveness of mass media communication programs; and gender equality and inclusion in *communication for development*. The teams deliver expert input and services internally to FRI projects and externally to stakeholders and clients.

Key Responsibilities

Optimize Delivery of Professional Services to FRI Projects

The HPS will work with the Managing Specialists of the teams, the Head of Project Implementation and other members of the Programs department to ensure that all FRI projects receive the timely, high quality, specialty inputs needed to deliver remarkable project results. The HPS will develop effective structure, systems and processes for planning and delivering superior FRI project services.

New Business Development

The HPS will develop and introduce a new *consulting services program* component within the department. The program will include the development of new and improved services and the greater capacity of the organization to deliver them. The HPS will ensure that the program is based on and linked to the already established work of the Specialty Teams and that the vision for the program is well communicated and understood by the teams, the organization and FRI stakeholders.

In rolling-out and managing the program, the HPS will collaborate with other department Heads in engaging with the public, civil society and private sectors to promote FRI specialty services as external consulting services and, in so doing, generate revenue streams to support the further development of services.

Leadership

As a member of the Management Team, the HPS is responsible for the following.

- Contributing to FRI's annual review of its Strategic Plan with a focus on the annual Specialty Teams' departmental plan.
- Ensuring that team goals align with FRI's Mission, Vision, Values and Strategic Intentions.
- Ensuring that the teams are structured and staffed for optimal performance.
- Developing and managing the departmental budget.
- Effectively managing the various Specialty Team mandates as well as staff performance and development plans.

Collaboration

The Head, Professional Services will do the following.

- Work closely with the Executive Director, the Senior Advisor for Strategy and Growth and other department Heads to maintain and develop partnerships with decision makers and ensure a forward strategy for the Specialty Teams that aligns with the FRI global strategy.
- Within the Programs Department, the HPS will work with the Sr. Director of Programs to ensure the operational coordination of the Specialty Teams with internal programs and projects. The HPS will also liaise with the Sr. Manager, Program Development on building proposals, budgeting and resourcing and with the Head of Project Implementation on project coordination.
- Collaborate with the Stakeholder Engagement team on the establishment and coordination of communication and marketing activities as well as a clear brand and marketing strategy for FRI's Specialty Team offerings.
- With the support of the Sr. Director of Operations, the HPS will liaise with the FRI Country Representatives to ensure that their specialty services requirements are met (technically and administratively).
- Work with the Finance team to ensure that budgets align and service delivery rates are up-to-date, adequate, and competitive.

Qualifications and Competencies

Education and Experience

- Graduate degree or comparable experience in the following areas: business; international cooperation; business management, etc.
- Experience in business development and promotion, professional service delivery, new program development and introduction, branding and marketing, revenue generation, strategic planning and team management in a matrix organization (preferably experience in both the non-profit and for-profit sectors).
- Minimum of five (5) years' related management experience.
- Demonstrated ability to lead and manage a department composed of technical specialty teams.

Skills and Abilities

- Be creative, innovative, and able to effectively develop, implement and manage a new program.
- Have a good understanding of marketing and familiarity with global business development.
- Understand the mechanics of international stakeholder communications (internal and external, ideally for Africa).
- Excellent communications (oral and written) as well as presentation skills.
- Effective manager with the ability to motivate team members.
- Good technical skills (Google suite of products and Excel - knowledge/use of other project management tools is an asset).
- Strong annual planning and budgeting capabilities.
- Excellent interpersonal skills and the ability and keen interest in working with FRI's international, multicultural staff and stakeholders.
- Commitment to gender equality, diversity, equity, inclusion and racial justice in the way you work and the work you do.
- Ability to travel internationally as required.

Languages:

- Bilingualism (English-French) for clear and effective communications in spoken and written French and English is preferred.

Compensation:

- Competitive salary
- Benefits: 20 days of vacation; Participation in the FRI Group benefits plan - coverage includes (but is not limited to) extended health care, dental and prescription medication; Matching RRSP contribution plan.

Background

Farm Radio International is a unique international non-profit organization dedicated exclusively to serving African farming families and rural communities through the innovative use of radio and mobile phones.

We always work through existing local radio stations in Africa. Our network currently includes more than 1,000 radio partners across 41 sub-Saharan African countries. Building the capacity of these stations and their local stakeholders is central to our approach to building viable communication platforms for long-term sustainable development.



We have seven offices in sub-Saharan Africa and run major projects in Burkina Faso, Ethiopia, Ghana, Malawi, Mali, Nigeria, Senegal, Tanzania, and Uganda. We have worked with funders and partners such as the Bill & Melinda Gates Foundation, CABI, Global Affairs Canada, the International Development Research Centre, the International Maize and Wheat Improvement Center, Irish Aid, USAID, and the World Food Programme.

Together with our broadcasting and project partners, we reach tens of millions of small-scale farmers with life-changing information and enable them to have a stronger voice in their own development.

Applications

FRI is an affirmative action employer. Women, people of colour and members of equity-seeking communities are strongly encouraged to apply. We welcome and encourage applications from people with disabilities and accommodations are available on request for candidates taking part in all aspects of the selection process.

If you wish to apply for this position, please send a cover letter and resume to Lynn Brown-Harper at lbrownharper@farmradio.org

Please note that only those candidates selected for an interview will be contacted. No telephone calls please.