

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

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### Nature and Scope

Reporting to the Sr. Director of Programs and overseeing Farm Radio International's (FRI) Specialty Services Department, the Head of Specialty Services (HSS) 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 Head of Specialty Services will optimize the performance of and generate new opportunities for the four teams that deliver FRI expertise in:

- radio craft development;
- the creation of subject-matter and training resources;
- the 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 evaluating the reach and effectiveness of mass media communication programs; and gender equality and inclusion. The teams deliver expert input and services internally to FRI projects and externally to stakeholders and clients.

### Key Responsibilities

#### Optimize Delivery of Specialty Services to FRI Projects

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

## **New Business Development**

The HSS will develop and introduce a new *consulting services program* component to the Specialty Services Department. The HSS will ensure that the program is based on and linked to the already established work of the Specialty Services 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 HSS will engage with the public, civil society and private sectors to market FRI Specialty Services as external consulting services and, in so doing, develop a new revenue stream to invest in the development of improved services and the greater capacity of the organization to deliver them.

## **Leadership**

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

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

## **Collaboration**

The Head of Specialty Services will do the following.

- Work closely with the Executive Director and Senior Advisor for Strategy and Growth to maintain and develop partnerships with decision makers and ensure a forward strategy for the Specialty Services Team that aligns with the FRI global strategy.
- Within the Programs Department, the HSS will work with the Sr. Director of Programs to ensure the operational coordination of the Specialty Services Team with internal programs and projects. The HSS 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 Services.
- With the support of the Sr. Director of Operations, the HSS 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, 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 four (4) years' senior management experience.
- Demonstrated ability to lead and manage a business unit composed of technical specialty teams.

### Skills and Abilities

- Be creative, innovative, and able to effectively develop, implement and manage a new business unit and 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).
- 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:

- Annual salary of \$80-\$82,000 CAD
- 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 1000 radio partners across 39 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. And 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](mailto:lbrownharper@farmradio.org)

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