



Ntinda Complex,
off Ntinda Road.
Level 3, Block C.
Kampala, Uganda

Vacancy: Operations Lead (Uganda based)

SEMA is a social enterprise aiming to create a worldwide revolution in public service, where **citizen feedback** becomes central to how governments improve their service delivery. Our main operations and HQ are in Uganda, where we have worked with over 60 public institutions to gather anonymous feedback from over 250,000 citizens. This feedback has led to measurable improvements in service delivery at police, courts, health clinics and municipality centers, among others.

SEMA is 5 years old, and its founders have transitioned from management roles. We are now seeking a driven, ambitious, entrepreneurial professional with a track record in leading (social) organizations to grow. The Operations Lead is responsible for the organization's strategy and business development Human resource and general operations oversight.

The Operations Lead reports directly to the Team Lead

Role Description

Strategy and business development

- Collaborate with management to develop and execute operational strategies aligned with annual strategies and business development goals
- Ensure high quality execution of programmes, meeting deadlines, timelines and deliverables so they meet high client satisfaction standards
- Design and implement streamlined operational processes across various departments
- Follow up on leads for potential partnerships both private and public sector clients
- Support in mapping clients that could be approached for new partnership opportunities
- Support in developing compelling and customized business proposals for different fundraising leads

Human Resource Function

- Coordinate and manage Human Resource related issues.

- Coordinate the development of an annual leave plan for team-members
- Prepare, conduct and manage appraisals
- Follow up all office related procurement
- Ensure general office management and orderliness
- Serves as the go-to for office inquiries and conflicts.
- Co-ordinate the organization of all office events, including but not limited to team building activities, internal office presentations and general meetings

Budgeting & Finance

- Preparation and management of budgets across various departments
- Monitor expenses and identify cost saving opportunities

This is a full-time job (40 hours/week), with the occasional weekend activities (conferences, meetings.) and a fair amount of travel within Kampala, Uganda and occasionally internationally.

Requirements

- Minimum 8 years of management experience in an NGO or for-profit organization.
- A Postgraduate degree in social sciences, public administration, business or law.
- Experience in fundraising or sales/acquisition is required.
- Proven project management skills, including managing budgets, timelines and KPIs.
- Driven by social impact and SEMA's mission and values.
- A strong interest in technology and data.
- Exceptional communication skills , both written and verbal , for effective partnerships management and departmental collaboration
- Excellent leadership and team management skills with the ability to motivate and guide a diverse team
- Analytical mindset with the ability to analyze data , draw insights and make informed decisions
- Adaptability and willingness to take on new challenges in a fast paced and evolving environment
- Experience working with the public sector is a plus.



Please note applications from non-Africans are accepted, but preference will be given to East African nationals for this role.

What we offer

An opportunity to develop your leadership in the context of an international network and developing your expertise at the intersection of technology, data, public innovation and citizen engagement. This is a great opportunity for a young talented and driven professional with promising managerial experience hoping to develop themselves into a director/leadership role. We offer a full-time contract for 12 months which may be renewed upon successful completion of targets. The probation period is 3 months. PAYE, NSSF and health insurance are covered, as well as 21 holidays and an annual training budget.

Remuneration is a combination of base salary and increments based on acquisition achievements. **Please note** we are a small, local social enterprise, and we offer salaries according to Ugandan local organization standards – we do **not** offer an international organization (UN) scale salary. We are looking for someone who is (willing to be) based in Kampala, Uganda.

Apply

Email your CV and motivation letter to nathalie@talktosema.org. & joan@talktosema.org We will be accepting applications on a rolling basis. To be considered for the first round of selections please submit before 25th August 2023. First interviews with selected candidates will be held in the first Last week of August.