

Terms of Reference (ToR)

[Performance Development Manager]

1. Background

The Africa Regional Coordination Office (ARCO) provides strategic leadership and operational support to Partnership Countries across the Africa region, with the goal of strengthening organizational performance, operational effectiveness, and accountability.

As the regional portfolio continues to grow, the ARCO is enhancing its capacity to promote performance-driven management and continuous organizational improvement. To support this effort, the Performance Development Manager will establish and strengthen regional performance management systems, support Partnership Countries in improving operational performance, and promote a culture of learning, accountability, and continuous improvement.

2. Position Information

- ✓ **Position Title:** Performance Development Manager
- ✓ **Department:** Africa Regional Coordination Office (ARCO)
- ✓ **Duty Station:** Nairobi, Kenya (or as assigned)
- ✓ **Reports To:** Regional Coordinator, Deputy Regional Coordinator
- ✓ **Employment Type:** Full-time
- ✓ **Contract Duration:** One-year contract, renewable based on satisfactory performance and funding availability
- ✓ **Travel Requirement:** Frequent travel within the Africa Region as required
- ✓ **Other Requirements:** A valid passport and yellow fever vaccination certificate are mandatory.

3. Position Purpose

The Performance Development Manager strengthens organizational performance across Partnership Countries by developing regional performance management systems, supporting operational improvement, building organizational capacity, and promoting evidence-based decision-making.

The position serves as a strategic partner to Partnership Countries by driving continuous improvement and enhancing organizational effectiveness throughout the Africa region.

4. Key Responsibilities

1) Performance Management

- Develop and maintain regional performance management frameworks
- Establish organizational KPIs and performance indicators

- Analyze performance trends and prepare management reports
- Facilitate regional performance review meetings
- Recommend performance improvement actions

2) Performance Improvement & Organizational Development

- Conduct Partnership Countries performance assessments
- Develop and monitor Partnership Countries Improvement Plans
- Identify operational gaps and recommend improvements
- Support organizational development initiatives
- Promote continuous improvement across the Africa Region

3) Capacity Development & Knowledge Management

- Identify organizational capacity needs
- Design and facilitate learning initiatives
- Develop operational guidance and tools
- Promote knowledge sharing and best practices

4) Strategic Support

- Provide strategic operational support to Partnership Countries
- Support regional planning and decision-making
- Coordinate cross-functional initiatives
- Prepare analytical reports and recommendations

5. Qualifications & Competencies

◆ Education

Bachelor's or Master's degree in International Development, Development Studies, Public Administration, Monitoring and Evaluation, Project Management, Social Sciences, or another relevant field

◆ Professional Experience

- ✓ Minimum seven years of relevant professional experience
- ✓ Experience in international NGOs or development organizations
- ✓ Experience in performance management, organizational development, or strategic planning
- ✓ Professional experience in African countries other than the candidate's country of origin is an asset.
- ✓ Experience supporting multi-country operations is preferred.

◆ Technical Competencies

- ✓ Performance Management
- ✓ Strategic Planning
- ✓ Organizational Development
- ✓ Data Analysis
- ✓ Capacity Building
- ✓ Project Management
- ✓ Advanced Microsoft Office skills

◆ **Core Competencies**

- ✓ Strategic Thinking
- ✓ Results Orientation
- ✓ Analytical Skills
- ✓ Problem Solving
- ✓ Communication and Collaboration
- ✓ Coaching and Facilitation
- ✓ Continuous Improvement

◆ **Languages**

- ✓ Excellent written and spoken English
- ✓ Korean is considered an asset.

6. Performance Expectations

The Performance Development Manager will be expected to deliver measurable improvements in organizational performance through effective performance management and operational support.

Key performance indicators include;

- Timely and high-quality regional performance reports
- Development and implementation of regional performance management systems
- Completion and follow-up of Partnership Country Improvement Plans
- Increased adoption of regional performance tools and guidance
- Delivery of regional capacity-building initiatives
- Improvement in Partnership Country operational performance

7. Code of Conduct & Professional Standards

The Performance Development Manager is expected to;

- ✓ Uphold the organization's Code of Conduct and organizational values
- ✓ Maintain the highest standards of integrity, professionalism, and confidentiality
- ✓ Promote accountability, transparency, and ethical decision-making
- ✓ Comply with safeguarding, fraud prevention, and organizational policies
- ✓ Avoid actual or perceived conflicts of interest
- ✓ Foster a respectful, inclusive, and collaborative working environment

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