

ROLE DESCRIPTION

1. Position details

Position Title:

GENERAL MANAGER

Position Holder:

Position Reporting to:

TC Africa Board of Directors

Date Approved:

2. Position purpose

Responsible for the overall business management of The Conversation Africa (TC Africa), managing and maintaining strategic partnerships, developing new partnerships and securing new donor funding.

3. Key accountabilities

OUTPUT 1: Strategy and advice

- Work with the Editor, leadership team and TC Africa directors to agree short- and medium-term planning and objective setting.
- Protect and grow the reputation of TC Africa brand.
- In partnership and collaboration with the Editor and the TC Africa Board, develop term strategic plan (short, medium and long)
- Provide sound and well-informed advice on all aspects of brand management and growth to the Editor and the TC Africa Board.

OUTPUT 2: Revenue management

- Ensure revenue streams from existing sources and establish new sources of revenue flow to broaden income base for TC Africa, including, but not limited to crowdfunding, partnership value propositions and potential commercial activities
- Expand and diversify TC Africa partners, donors and universities. Review existing arrangements for targeting and attracting new partners, donors and universities and all aspects of recruitment and retention, and recommend and implement appropriate action.
- Maintain partner and donor relations and administration, in particular donor reporting and monitoring and evaluation
- Work with the Editor to develop new content partnerships to grow the service and audience.

OUTPUT 3: Financial management

- Develop annual operating and expense budgets.
- Manage efficient spending against agreed budget targets
- Ensure the prudent management of the financial environment of TC Africa, including bookkeeping, monthly management accounts and the financial year end and audit.

OUTPUT 4: Manage TC Africa people

- Set clear operational direction and align resources; orchestrate and manage The Conversation's planning, and execution.
- Together with the Editor and leadership team, make prioritisation and resourcing decisions across the continent
- Drive discipline, excellence and integration across the organisation.
- Manage employee lifecycle issues, including recruitment, selection, remuneration and reward, performance management and exit issues for all staff.

OUTPUT 5: Governance

- Provide company secretarial services to the Governing Board of The Conversation Africa
- Prepare and manage all board reporting requirements
- Maintain and communicate the risk management framework of TC Africa at an executive and Board level.
- Represent TC Africa at the Executive Forum of the international The Conversation network, and facilitate TC Africa's Chairperson's role on the International Subcommittee of The Conversation Media Group's board.

OUTPUT 6: Organisational systems

- Assures the establishment of systems and processes necessary to safeguard the financial and human resources of the organisation
- Ensure the development and implementation of appropriate human resources management policies, procedures and systems to support the effective recruitment, management and retention of required human capital
- Ensures the development and implementation of financial policies, procedures and systems that support the achievement of the organisation's strategy
- Ensures adherence to the various policies and procedures of TC-Africa

OUTPUT 7: Compliance

- Ensure regulatory and legal compliance requirements are adhered to in all regions in which TC-Africa operates (South Africa, Kenya, Ghana, Nigeria and Senegal).

OUTPUT 8: Office management

- Ensure that the various offices are appropriately managed in terms of administrative support:
 - IT
 - Cleaning
 - Office procurement
 - Travel etc

4. DECISION MAKING

- Operate under the guidance of the Board of Directors and the Editor
- Convene and play an active role in the leadership team of TC Africa
- Develop and approve necessary operational policies and processes

5. COMMUNICATION

WHO?	WHY?	HOW Often? *
Board of Directors	Report on TC Africa activities and progress towards achieving strategic objectives, and to obtain guidance and input from the Board when required. Company secretarial service	I
Leadership team	Share information regarding organisational management	W
Editor	Support management of TC Africa's operational and strategic environment	C
Operations and partnerships team	Provide guidance, leadership and line management to operations and partnerships staff and to obtain feedback on progress	W
All TC Africa Staff	Provide guidance and disseminate information as necessary, to monitor organisational culture and to support staff	M

Donors and university partners	Work with the Editor to find donors to support TC Africa budget requirements, build and maintain relationships	I
Global TC Africa team	Represent TC Africa in Executive Forum and ensure TC Africa needs are prioritised	M

* **C = Constantly**
D = Daily

W = Weekly
M = Regular Monthly

S = Seldom
I = Intermittent but intense

4. POSITION INPUTS

Qualifications & Experience:

- Relevant undergraduate degree
- A Masters degree in Business Administration or similar would be advantageous
- At least 15 years operations and managerial experience, of which 5 years must have been in a leadership position or at senior management level
- Experience in working across the African continent and attuned to cross border operational and cultural issues
- Experience in engaging and working with philanthropic donor organisations
- Experience in non-profit organisation management would be advantageous

Knowledge:

- Excellent knowledge of the statutory and legislative context of TC Africa activities
- Strong knowledge of TC Africa's policies and procedures
- Knowledge of the African NGO environment

Skills:

- Ability to interact with stakeholders at an executive level
- Operations management
- Strong verbal communication & interpersonal skills
- Leadership and diversity management skills
- Mediation and conflict resolution skills
- Good written communication skills
- Problem solving
- Effective use of resources
- Decision-making skills
- Data analysis skills

Behaviours:

- Integrity
- Patience and work under pressure
- Teamwork and cooperation
- Initiative
- Concern for quality and order
- Flexibility
- Customer services orientation
- Achievement orientation