



Head of Operations

Location: Nairobi, Kenya (with flexibility for remote work)

Reports To: CEO

About Us:

EdTech East Africa, an ecosystem builder and community hub for technology-enabled education innovation launched in 2014. Since then, we've connected educators, technologists, and policymakers, driving forward our vision of accessible, high-quality, and equitable education.

Role Summary:

The Head of Operations at EdTech East Africa is a pivotal internal-facing role responsible for optimizing our organizational framework to enhance our mission's reach and impact. This role centers on building and refining a high-caliber team, spearheading the execution of our diverse product offerings, and systematizing engagement with external stakeholders. You will act as the operational backbone, ensuring our internal processes run smoothly and are aligned with our strategic goals.

Core Responsibilities:

- **Team Leadership and Development:** Spearhead the recruitment, training, and professional development of the team. Cultivate a culture of high performance, innovation, and continuous improvement, ensuring the team is equipped to meet the evolving needs of our mission.
- **Strategic Project Coordination:** Act as the chief project manager for EdTech East Africa's key initiatives, such as newsletters, blogs, regional summits, and the national summit. Oversee project timelines, deliverables, and quality standards, ensuring alignment with strategic goals.
- **Operational Systems and Processes:** Design, implement, and refine operational systems and processes to enhance efficiency and effectiveness across the organization. Ensure that all team members have the necessary tools and frameworks to succeed in their roles.
- **Stakeholder Engagement and Partnerships:** Develop and maintain a systematic approach to engage with external stakeholders, including educational institutions, technology partners, and government bodies. Facilitate partnerships that enhance project execution and organizational reach.



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- **Strategic Planning and Implementation:** Collaborate with senior leadership to develop and execute the organization's strategic plan. Translate strategic objectives into operational priorities, ensuring alignment across all levels of the organization.
- **Financial Oversight and Budget Management:** Oversee the operational budget, ensuring resources are allocated effectively to support strategic objectives and project needs. Implement financial controls and monitoring systems to maintain fiscal health.
- **Performance Metrics and Continuous Improvement:** Establish and monitor key performance indicators for operational efficiency and effectiveness. Foster a culture of data-driven decision-making and continuous improvement, regularly reviewing processes and outcomes to identify opportunities for optimization.
- **Risk Management and Compliance:** Identify and mitigate operational risks. Ensure compliance with legal and regulatory requirements affecting the organization's activities.

Qualifications:

- Demonstrated leadership in operational roles, with a proven track record in team development, project management, and process optimization.
- Strong analytical and strategic thinking skills, with an ability to translate complex strategies into actionable plans.
- Exceptional communication skills, adept at stakeholder engagement and building partnerships.
- Experience in budget management and financial analysis.
- Commitment to leveraging technology for educational advancement.