

The Facility of the Regional Teacher Initiative for Africa is implemented by:



Support Services Coordinator – Facility of the Regional Teachers Initiative for Africa (RTIA-Facility)

Project description.

The Regional Teachers Initiative for Africa (RTIA), a programme funded by the EU/EC via the Education section (G3) of DG INTPA aims to improve learning outcomes and the socio-emotional development of children in Africa, by having a more competent, motivated and inclusive teacher workforce in basic education.

The RTIA especially seeks to achieve the following outcomes over the next 6 years:

1. Improve the governance, management, attractiveness, and gender balance of the teaching profession, with a strong focus on increased digitalisation and innovation.
2. Enhance the quality, relevance, and effectiveness of initial and continuous teacher professional development, notably through digital education, peer-to-peer learning approaches and regional collaboration.

Within RTIA, the Facility (RTIA-Facility) supports teacher policy and improve teacher education and professional development systems by i) providing capacity building at country level through on-demand technical assistance, ii) promoting innovation and scaling of effective teaching solutions; iii) increasing the production and use of data and evidence, and iv) promoting the use of regional frameworks, evidence-based practices, and joint learning at regional level.

The RTIA-Facility reaches the above-mentioned objectives through 3 types of instruments or “windows”:

- one window to deliver on-demand technical assistance on teacher governance and teacher education and professional development based on the demand from eligible partner countries,
- one window on testing and scaling effective programs for teacher education and professional development in the thematic areas of digital skills, gender, green skills, and pedagogical skills, including in the context of refugees and displaced populations,
- a research window to create new evidence and support the integration of evidence in the policy making process and in the design of teacher education and professional development programs.

In addition to these windows the Facility’s knowledge management and communication activities further contributes to the sharing of knowledge, evidence, and best practices related to the overall Initiative outcomes.

The Facility is funded by the European Union and be co-implemented by the Partnership formed by 3 member state agencies: Expertise France for France, Enabel for Belgium, EDUFI for Finland. Expertise France has been designated the Coordinating Agency for this Partnership. With the Facility governance scheme serving as the Initiative's governance scheme, it is expected that the Partnership works closely with UNESCO and AUC, in charge of the other 2 components of the EU Initiative.

The duration of the action is scheduled from 01.02.2024 to 31.01.2027 (36 months) with a budget of 46.000.000 EUR.

Assignment description.

Based in Expertise France coordination office in Paris, the Support Services Coordinator will oversee and manage the comprehensive grant, financial, administration/HR, logistics, procurement and IT framework of the Facility in cooperation with other MS agencies, while supervising specifically EF grant with European Union. This includes establishing and monitoring grant systems, ensuring compliance, managing financial planning, supervising administrative functions, and providing leadership to the Facility Support Services Unit (some team members are based in Paris, while others operate from Addis Ababa). Coordination with MS agencies, stakeholders, and active participation in internal and external meetings further characterize this multifaceted role.

Reporting to the Team Leader at the RTIA-Facility Coordination Office in Paris, the Support Services Coordinator will directly manage a five-person team - comprising a Administration & Finance Officer, a Logistics/Finance & Administration Assistant, a Procurement and Contracts Officer and an IT Officer in Paris office, plus a Administration & Finance Officer in Addis Ababa office. In addition, the Coordinator will provide functional oversight and technical guidance to support staff embedded within the implementing agencies of other Member States, to ensure harmonisation of administrative, financial, procurement, and digital practices across the programme. He/she will be responsible for the following key duties:

Responsibility 1: Grant Management

- Set up and monitor the overall grant management system in the Facility and at EF level, in cooperation with MS agencies, ensuring compliance with EU and Expertise France procedures and requirements.
- Establish a robust archiving system from project onset to ensure accessibility of all documentation (both physical and digital) for seamless team operations, smooth personnel transitions, and audit compliance.
- Ensure adherence to donor and organizational regulations throughout the grant lifecycle.
- Track and manage grant budgets, identifying variances and proposing adjustments when necessary.
- Oversee the preparation and submission of timely and accurate reports to donors.
- Identify and mitigate risks associated with grant implementation, including financial, operational, and compliance risks.
- Provide support and training to grant partners to enhance their capacity for effective grant utilization.
- Prepare for and facilitate audits and evaluation, ensuring proper documentation and compliance.

Responsibility 2: Finance

- Supervise the Admin & Finance Officer, who oversees the day-to-day management of finance tasks, with the support of an Admin & Finance Assistant.
- Provide overall financial planning support to the Facility Team Leader, advise on spending and financial spending strategies, provide accurate financial outlook of the Facility on a regular basis.
- Constantly check the integrity and robustness of financial procedures, possible mismanagement and suggest corrective actions to minimise losses.
- Consolidate and review timely and accurate financial reporting for all the Facility components, in accordance with deadlines and contractual terms.
- Manage agreements and services with banks and other financial institutions.

- Monitor and regulate the movement of cash, liquidity management, the bank transactions and transfers, beyond the set of internal controls.
- Support the overall management, planning, and implementation of EF-managed budget (Windows 1 and 2) according to contractual budget.
- Lead the development and revision of EF budget forecasts whilst ensuring consistency between budget planning and operational planning. Identify any discrepancies and propose and implement necessary adjustments.

Responsibility 3: Administration/HR/Logistics

- Supervise the Administration & Finance Officer, who oversees the day-to-day management of administrative, HR, and logistical tasks, with the support of an Admin & Finance Assistant.
- Ensure a smooth and compliant administrative working environment for the Facility Implementation Team (FIT), through robust internal controls, regular reporting, effective coordination with MS agencies, and internal audits as needed.
- Ensure that the procedures manual is implemented and that it is sufficiently robust and up to date.
- Oversee the establishment and legal maintenance of EF's presence in Ethiopia, including the setup of an EF office in Addis Ababa in coordination with the French Embassy, and the management of legal and administrative agreements (e.g., VAT exemption).
- Ensure efficient HR processes are in place and implemented, including onboarding, preparation of workspaces, equipment setup, leave and travel management for staff and experts, and follow-up of visa procedures for international personnel.
- Coordinate travel and logistical arrangements for all missions, field visits, and events, including ticketing, accommodation, per diems, and venue logistics, for both EF staff and deployed experts, in close collaboration with the Admin & Finance Officer.
- Supervise logistics and asset management, including inventory, maintenance, and allocation of office equipment, IT assets, and supplies, ensuring traceability, proper use, and compliance with internal rules.
- Ensure that safety and security protocols are defined, implemented, and followed by all team members (mission security clearance, etc.), in collaboration with the Facility Team Leader, and act as focal point for security-related matters.

Responsibility 4: Procurement and Contracts

- Supervise the work of the Procurement & Contracts Officer, who is responsible for the day-to-day implementation of procurement procedures and contract management tasks.
- Ensure compliance with internal and donor procurement rules, by overseeing the planning and execution of procurement processes (framework contracts, competitive tenders, direct awards) and validating key documentation.
- Coordinate the preparation and review of procurement dossiers, including technical specifications, terms of reference, financial evaluations, and approval workflows, in collaboration with internal teams.
- Monitor contract implementation across projects, including deadlines, deliverables, and budget tracking, and oversee the processing of amendments or performance issues as needed.
- Liaise with MS agencies to ensure consistency and quality of procurement approaches, foster alignment with shared guidelines, and support joint or delegated procurement processes when applicable.

- Contribute to procurement capacity strengthening, by providing guidance, tools, and training to project teams and partners, and ensuring the continuous improvement of procurement systems and practices.

Responsibility 5 - IT Systems and Digital Tools Coordination

- Supervise the IT Officer, who is responsible for the day-to-day support, troubleshooting, and implementation of digital solutions in support of programme operations and team efficiency.
- Oversee the definition of IT and digital needs across the Facility, and ensure that tools and systems are aligned with programme requirements and user needs, both at coordination and implementation levels.
- Supervise the development, customisation, and maintenance of operational and financial management tools, including dashboards, trackers, and databases that support planning, reporting, and decision-making.
- Ensure effective deployment and institutional ownership of the Programme Management Tool (PMT) and the Microsoft 365 environment (SharePoint, OneDrive, Teams, etc.).
- Promote staff proficiency and consistent use of collaborative platforms and shared data environments.

Responsibility 6: Team Leadership and Coordination

- Lead, manage, and guide the Facility Support Services Team, through a direct (EF) or a functional link (MS agencies)
- Maintain close coordination with MS agencies on logistics, finance, HR, IT and administration-related topics and ensure a proactive communication with all relevant stakeholders.
- Share and coordinate administration and finance related information with the Facility Team Leader and other staff and attend any relevant internal coordination meetings.
- Liaise with the donor, especially as relates to issues of compliance, reporting, payments and audit.
- Participate in workshops organised by the Facility as well as in the Initiative's governance bodies, when necessary and relevant.

The described tasks involve the necessity to network and interact with a multiplicity of staff and institutions from EU and Sub-Saharan countries and require readiness and ability to travel abroad when necessary.

Qualifications

Required Skills:

- Relevant university degree related to finance and business administration (or any related field: procurement, logistics, law, HR studies, etc.).
- Good general knowledge of finance, administration, logistics, and HR functions.
- Excellent knowledge of EU grant management procedures is required. Previous knowledge of Expertise France's finance and administrative management tools and processes is an asset.
- Proven experience in engaging institutional relations with national authorities and donors.
- Capacity to liaise and coordinate with various actors including financial services and suppliers.

- Excellent project planning, organisational, interpersonal and communication skills.
- Strong analytical skills, excellent leadership competences, strong interpersonal and communication skills.
- Ability to prioritize tasks and work under pressure/respond to urgent requests.
- Self-starter with the ability to work independently with minimal supervision.
- Full command of standard computer applications (Microsoft Office)
- Fluent French and English spoken and written skills are essential. Other languages desired: Portuguese (an asset).

Required Experience:

- A minimum of 8 years of relevant work experience in a similar position in international cooperation or development aid sector for public agencies, INGO or other international agencies, especially projects funded by the European Union (EU). Experience managing large complex grants (> 10M€, consortia, etc.) is an asset. Working experience in Sub-Sahara Africa is an asset.
- Prior management experience, preferably with oversight of finance, administration, logistics, and/or IT, including demonstrated ability to set up operational systems in a new project/programme.
- Familiarity with IT systems development, digital operations tools, and collaborative work environments. High proficiency in Microsoft 365 (Teams, SharePoint, Excel, Power Automate) and project management tools.
- Ability to successfully manage and develop staff, especially remotely, as demonstrated by experience.
- Ability to manage partners, sub-contracts, and grant programs with all required reporting requirements.
- Experience in working and coordinating with international and national partners, government, and donor agencies.
- Work experience in a multi-lingual/international environment and ability to accommodate cultural differences to interact effectively with people of different cultures.

Contract information.

The contract period is for 12 months starting as soon as possible (yearly renewable up to 5 years, covering the 2 phases of the Initiative). We offer an EF contract with a competitive salary and benefit package which includes comprehensive insurance cover, social security, pension contribution, etc.

Application.

Documents to be provided:

- A CV
- A cover letter
- Three business references including email and telephone contacts.