

Head of Support Services, DRC

Deadline:
31-07-2025

Contact person:
Zakaria Tarpouga

Place of Work:
Goma

Looking to lead impactful humanitarian operations in a dynamic, values-driven organization? And would you like the opportunity to shape strategy, lead diverse support teams, and make a real difference in DR Congo? Then come work with us

Who we are

DanChurchAid supports people in the world's poorest countries in their struggle for a dignified life and helps those whose lives are in danger. We intervene with humanitarian aid in disaster-stricken areas, provide long-term support through development aid in poor areas, and promote initiatives to create a more equal and sustainable world.

In DR Congo we have implemented humanitarian projects since 2004. DCA aims to protect vulnerable communities in DR Congo, and to contribute to improve stability and social cohesion by addressing and mitigating the consequences of conflict and displacement. We clear explosive remnants of war, and assist communities affected by conflict and displacement by addressing protection – GBV, Shelter – NFI and other basics needs. At the center of our work is our belief that local communities are the best agents of change.

Job Overview/Program Overview/Country specifics

Reporting to the Country Director, the Head of Support Services (HoSS) will provide leadership, oversight, and guidance on all finance-, logistics-, administrative- and human resource systems in support of DanChurchAid's (DCA) Country Programme and the wider Senior Management Team. The HoSS will therefore be responsible for providing and ensuring an efficient and integrated support service, overseeing a range of crucial tasks, while ensuring the continued smooth running of DCA operations and functions.

In this role you will use your skills maintaining strong relationships within the programme team by fostering a culture of excellence, continuous improvement, and performance optimization.

Your contribution is appreciated, and your areas of responsibility will be:

Leadership, Strategy & Development

- Lead the support services teams, managing the Procurement & Logistics Manager, HR & Admin Manager, and Head of Finance.
- Develop and implement country strategies, translating them into action plans and daily operations.
- Oversee hiring, training, coaching, and performance management while promoting coordination between units.
- Manage support services budgets, including staffing, technology, and resources.
- Design and apply country-specific SOPs, tools, and guidelines to ensure efficient and effective service delivery.

Collaboration & Coordination

- Provide technical guidance and oversight to country operations.
- Collaborate with the Head of Program, Head of MEAL, and Operations Manager to ensure quality control of proposals, budgets, and donor/local authority reports.
- Ensure support functions contribute strategically to the Country Strategy and Plan of Action.

Quality, Implementation & Reporting

- Report regularly to senior management on support services performance, including satisfaction metrics.
- Drive continuous improvement of processes to enhance efficiency and satisfaction.
- Support proposal development and align operational support with programme plans.

Your Profile

- At least 5 years of HoSS experience in development or humanitarian sectors, ideally at a program or organizational level
- A minimum of 5 years of INGO work experience in a similar managerial role is essential
- Fluency in written and spoken French and English is essential
- Experience as a manager, and national mentor and capacity builder is essential
- Good understanding of the humanitarian principles linked to NGO field and operations contexts

- Work experience in remote and insecure contexts
- Can uphold DCA values and humanitarian principles in all activities and act as a role model for diversity, inclusion, and team spirit.
- Good leadership, team building and communication skills
- Flexibility and cultural awareness and sensitivity
- Computer literacy essential, incl. finance, logistic, and HR systems (ERP)

Even if you don't match all the above-mentioned skills, we welcome your application if you think you have transferrable skills.

What we offer

At DCA, we are committed to providing a supportive and rewarding work environment that enables you to thrive while making a meaningful difference.

- A 12-month international staff contract (renewable based on funding etc.)
- A competitive salary package, from DKK 44.498,81 per month depending on candidate experience and background
- 30 days of paid annual leave
- A generous R&R package
- Insurance as per industry standards
- An interesting and challenging experience addressing humanitarian needs
- A dynamic, flexible and respectful working environment that will give you the freedom to work and support to succeed

How to apply

Submit your CV and cover letter no later than **31st of July 2025** via our website. Please note that only applications through our recruitment system will be taken into consideration. For more information, contact: TARPOUGA Zakaria, Country Director, DCR at zata@dca.dk. Expected start date is as soon as possible, and interviews are expected to be held in English. We prefer that CV's are no longer than 4 pages. Only online applications in English consisting of minimum a CV and a cover letter will be considered, and only shortlisted candidates will be contacted.

Please note, applications will be reviewed on a rolling basis and DCA reserves the right to select a candidate prior to the closing date.

We encourage you to apply

All interested candidates irrespective of age, gender, race, religion, sexual orientation, abilities or ethnic affiliation are encouraged to apply for the vacancy. DCA conducts an anti-terror check as part of the recruitment process. It is a prerequisite that you can pass this check and maintain this status throughout your employment with us. Everyone applying for a job with DCA must be ready to comply with our Code of Conduct, Staff Policy on Prevention of Sexual Exploitation, Abuse and Harassment and our Child Safeguarding Policy.