

The Center for Mission Engagement and Operations (Lab/MEO)

Develops and monitors implementation of the Global Development Lab's overall strategy and budget, organizes and delivers Lab support for field Missions, builds operational innovations, and manages administrative functions for the Lab.

The Regional Support Team (RST) is responsible for ensuring that the Lab has strong, mutually beneficial, sustainable relationships with USAID's field missions around the world. The RST works with Missions and Regional bureaus to identify science, technology, innovation and partnership (STIP) opportunities and to bring all the resources of the Lab to Missions in order to ensure successful development outcomes. This position will support all RST members as they collaborate closely with teams in the Lab, technical and regional bureaus, and field Missions to incorporate STIP into the way the Agency does business in Washington and around the world. To support this work, we are looking for the following:

DG-38 Senior Complex Operations Advisor - The Senior Complex Operations Advisor position is located in the Lab's Center for Mission Engagement and Operations' (MEO) Regional Support Team (RST). The Advisor provides strategic, operational, technical, policy and programmatic support to the Regional Support Team (RST) to ensure its success in the development and implementation of 20 Signature Efforts, which will help Missions integrate STIP into their development programming and increase the Agency's programmatic investments in science, technology, innovation, and partnerships. The Signature Efforts, each of which will be managed by its own country-specific "matrixed" team are very complex development endeavors and will be critical tools in helping the Lab establish productive, mutually beneficial relationships with USAID's Missions around the world. The ideal candidate will have 7-10 years of substantively and progressively responsible experience.

The Senior Complex Operations Advisor:

- Develops strategies, systems, and policies that enhance and/or streamline the RST's operations and ensure successful implementation of its programs and achievement of its program targets and larger-level objectives;
- Provides management advice and counsel to the RST Chief to improve internal business/program processes and to make the team's operations more streamlined and impactful;
- Expedites the flow of information acted upon and policies implemented by the RST and to appropriate Lab, Agency, and Mission partners; Designs and conducts a wide variety of surveys and studies and carries out detailed analyses the data gathered to identify obstacles to achieving RST goals to facilitate short-, medium-, and long-term planning, and to implement proposed improvements.
- Identifies and proposes solutions to the RST Chief any management problems which are of major importance to program planning and implementation.
- Formulates and implements plans to improve program policies, practices, methods, and organizational structure.
- Identifies challenges related to RST programming and provides strategic guidance for their resolution.
- Translates management goals and objectives into effective operational plans and establishes control systems and progress reporting requirements that monitor goals and/or program priorities in order to evaluate progress and results.
- Recommends adjustments to schedules and priorities to meet new Lab requirements or respond to other unforeseen situations.
- Supports RST Regional Chiefs in the development and implementation of individual Signature Efforts.
- Facilitates the development of reporting and performance measurement systems in compliance with the Lab's Monitoring, Evaluation and Learning (MEL) Guidelines.
- Serves as advisor to the RST and broader Lab on complex policy and programmatic issues.
- Advises and counsels RST chief and team on technical and political aspects of issues and policy implications of Lab activities.
- Serves as an expert consultant on the most challenging program management issues, including those related to staffing and resourcing the RST's activities in critical budget and staffing scenarios.