



TERMS OF REFERENCE FOR COUNTRY OPERATIONS OFFICER– DRIVE PROJECT ETHIOPIA

A. BACKGROUND

ZEP-RE (PTA Reinsurance Company) was created under the auspices of the Preferential Trade Area (the precursor to COMESA). The Company was mandated to promote insurance and reinsurance trade through the creation of capacity, training of the region's insurance personnel, provision of technical services and the re-investment of premium funds within the region. When PTA became COMESA, ZEP-RE was recognized as one of its institutions under Article 174. ZEP-RE is the French acronym for PTA Reinsurance Company which translates to “*Compagnie de Réassurance de la Zone d’Echanges Préférentiels*”, established in 1990 in Mbabane through an Agreement of Heads of State. The Company started operations in January 1993, with its headquarters in Nairobi, Kenya.

With this mandate to increase insurance and reinsurance trade, ZEP-RE has focused efforts on supporting the largest sector in the region, Agriculture. Through various initiatives in the sector, ZEP-RE is engaged as an implementing partner for the regional DRIVE project in the Horn of Africa.

De-Risking, Inclusion and Value Enhancement of pastoral economies in the Horn of Africa Project (DRIVE), a regional project currently being implemented in four countries, Djibouti, Ethiopia, Kenya, and Somalia, with the potential to scale to other regions. The Project is supported by the World Bank.

Pastoralists represent between 33 and 65 percent of the population in the Horn of Africa (HoA). Overreliance on rain-fed agricultural activities make them particularly vulnerable to climate shocks, including droughts, and they are one of the poorest communities in the region. Pastoralists tend to keep large herds as protection against anticipated drought shocks. Yet when drought hits, the animals die, lose value, or are sold at rock-bottom prices to fund immediate needs. Emergency response can be subject to leakages or arrives too late after the animals have perished. Furthermore, pastoralists are currently at the bottom of the livestock value chains and are not providing livestock of the required quality and quantity to livestock processors/exporters.

The Project Development Objectives (PDO) are to enhance pastoralists' access to financial services for drought risk mitigation, include them in the value chains, and facilitate the livestock trade in the Horn of Africa.

B. OBJECTIVE OF THE ROLE

The Country Operations Officer will provide support to the management of the DRIVE project and the administration of budget and financial reporting activities, liaise with and support DRIVE partners through electronic communication, and/or travel to regions to provide support in the design and implementation of the project.

Duties and Responsibilities

The role will report to the Country Relationship Manager –DRIVE-Ethiopia and specific tasks will include:

- a) Coordinate and work closely with Country Relationship Manager (CRM), relevant Regional Government Bureaus and implementation partners, service providers, private sector, and financial institutions, including banks, insurance companies, and Pastoralists' Primary Cooperatives and cooperative unions.
- b) Play an active role in supporting partners to implement their work plan and report back to CRM in due time with appropriate action plans on corrective measures.
- c) Assist in organizing capacity-building and financial awareness activities for partners.
- d) Work with partners in providing the required documents for the DRIVE Leadership team, Finance, and Admin teams.
- e) Collect data and information for the Project team for the planning, and designing of products & procedures, situation analysis, stakeholder mapping, etc.
- f) Develop a stakeholder engagement plan and facilitate the execution of the engagement plan to enable policy development and legislation to support the development and growth of the DRIVE project.
- g) Facilitate onboarding of the pastoralists through continuous follow-through and support to the aggregators and financial institutions in delivering the financial awareness and distribution of the financial package. This will involve traveling to the areas where the pastoralists are located for this swift execution.
- h) Ensure that the reports on pastoralists registered the insurance policies sold, and the savings accounts opened are reconciled, limiting delays on payments and accurate monitoring of the accumulated savings.
- i) Collect grievances from the customers through a toll-free number and perform all customer care-related activities.
- j) Collaborate with implementing partners, Project Implementation Unit and World Bank DRIVE team to ensure the eligibility criteria are adhered to during the onboarding of pastoral groups.
- k) Work closely with the project implementation unit to ensure the work schedules are harmonized and represent ZEP-RE in the project technical working committee ensuring monthly reporting on country engagements as per project governance structure to include indicators achieved, regulatory and operational issues by areas covered.
- l) Assist the CRM with the overall financial management of the project and expenditures and ensure that internal controls are operationalized.
- m) Ensure all financial transactions are accurately approved and adequately supported according to the Financial Management Manual and for project purposes by relevant finance directives.
- n) Ensure that financial supporting documents are completed and maintained.
- o) Manage and monitor advances with concerned implementing departments for timely clearing and reporting of the expenditures; and
- p) Performs other tasks that may be assigned by the CRM.

C. QUALIFICATIONS AND EXPERIENCE

Selection Criteria

Candidates should meet the following qualifications:

- a) A University degree in Public Administration, Economics, Finance, Development Studies, or any Business-related field.
- b) Five years' experience of work in the development sector, including two years of experience working in a governance program is highly desirable.
- c) Working with community and local actors is highly desirable.
- d) Good understanding of transparency and governance issues in Ethiopia
- e) Experience in working with and knowledge of both government and civil society in Ethiopia.
- f) A good understanding of microinsurance and the application of digital solutions in the agriculture sector will be an added advantage.
- g) Strong client engagement skills, strategic planning, and partnership building.
- h) Excellent analytical and communication skills, sound judgment, resourcefulness, ability to take the initiative, capacity to self-manage, and ability to create a team-based, participatory work environment.
- i) Written and spoken fluency in the Somali, Afan Oromo, Amharic, and English languages is highly important, and the knowledge of any additional languages spoken in Ethiopia is an advantage.

D. ASSIGNMENT MANAGEMENT, REPORTING REQUIREMENTS AND PAYMENT

The Officer shall be based in Addis Ababa, Ethiopia with frequent travel to regions with pastoralist areas of the Country.

The Officer will report to the Country Relationship Manager and will closely coordinate with the ZEP-RE senior leadership and provide regular updates. Similarly, the Officer will collaborate with the World Bank HoA DRIVE team.

E. DATA, LOCAL SERVICES, PERSONNEL, AND FACILITIES TO BE PROVIDED

Office space and office equipment required to discharge their duties will be provided.

Candidates who meet the above requirements should submit applications to the HR & Admin Manager by **e-mail** attaching a detailed CV, scanned copies of academic & professional qualifications, and three referees by Tuesday 30th April 2024 to: recruitment@zep-re.com