

JOB TITLE: Head of Regional Support Services

RESPONSIBLE TO: Associate Director of Operations – Global Ministry Exchange

JOB GRADE: B

LOCATION: Home working or at a UBS hub by agreement

BACKGROUND

The Global Ministry Exchange team is a key part of the international structure of the United Bible Societies. The team is responsible for supporting Bible Society ministry by delivering a diverse portfolio of services to member Bible Societies, including supporting our grant programme (the International Support Programme). The team also promotes rich and inclusive sharing of knowledge and resources between Bible Societies.

JOB SUMMARY

This is a new role, created to coordinate the cross-functional team that delivers the Global Mission Team's (GMT) services to Bible Societies in Latin America. In cooperation with other GMT colleagues, the post holder will work to develop services to Bible Societies in Latin America and to create an environment in which these Bible Societies can thrive. The role will focus on the services delivered and coordinated by the Membership Services Team while closely collaborating with the Bible Ministry team, especially the Global Bible Publishing and Distribution Team. The post holder will address key challenges in the region, including those related to integrating print and digital ministries, developing sustainable business practices, managing supply chains and developing good governance.

The role involves managing the effective delivery of our grant programme (the International Support Programme, ISP) in collaboration with the Translation Project Management and Monitoring Team; involvement in capacity building initiatives and building a spirit of cooperation, partnership and information sharing between Bible Societies and GMT staff operating in Latin America. It is key that this post can demonstrate a clear and transparent benefit to the Fellowship for this investment of

resources, and that the services provided are aligned to Bible Societies' expressed needs.

The Head of Regional Support Services is a senior member of the Global Ministry Exchange team and a member of the wider Global Mission Team. The Global Mission Team resources Bible Society mission through providing a range of services. It motivates each Bible Society to give and receive time and resources for the benefit of all Bible Societies and for the effective growth of Bible mission and it monitors and builds the capacity of Bible Societies to deliver their mission.

APPOINTED BY

Associate Director of Operations – Global Ministry Exchange

ROLES AND RESPONSIBILITIES

1. To help Bible Society ministry thrive in Latin America. To work as part of a global team to support the mission of UBS as outlined in the Global Mission Team's mandate. As a member of the GME senior management team, to further global, departmental initiatives.
2. Working in close collaboration with other GMT colleagues, to lead the provision of Membership Services to Bible Societies in Latin America. In particular:
 - a. To directly manage two full-time and one part-time member of staff and to work in close collaboration with other GMT staff operating in the region to coordinate and integrate flexible teams to address issues and opportunities.
 - b. To ensure cooperation and integration of the multi-disciplinary team that provides services to Bible Societies in Latin America. Working in close cooperation with GMT colleagues in Membership Services and in Bible Ministry, to identify and prioritise needs and requests for support and coordinate flexible, efficient and effective networks and teams to provide appropriate services.
 - c. To work with the Americas Task Force to develop and support recovery plans and mission-enhancement of Spanish-speaking Bible Societies and to provide a focal point for GMT's capacity building and support for Spanish-speaking Bible Societies.
 - d. To set an annual operational budget for Membership Services in Latin America and to maintain and monitor expenditure within budget.
 - e. To liaise between the Associate Director of Operations and the Global Mission Team in Latin America in order to deliver specific projects or tasks.
 - f. To maintain strong relationships with Bible Societies in the region, connecting with key groups such as the Spanish Publishing Committee.

3. To take primary responsibility for a defined group or Cluster of Bible Societies, acting as their key account manager for the ISP programme. To monitor ISP projects, build capacity, share resources and develop relationships with other Bible Societies, including:
 - a. In collaboration with the Translation Project Management and Monitoring Team, Monitoring and evaluating projects in the International Support Programme within the legal and risk-based frameworks adopted by UBS and in accordance with agreed operating procedures. Encouraging regular reporting on ministries to Bible Societies providing support and to the Fellowship as a whole.
 - b. Assessing the need for UBS services in Bible Societies in the Cluster (including training and capacity building), and seeking ways to provide resources to meet these needs.
 - c. Working with members of the International Finance team, to ensure effective use of UBS credit and loan facilities.
 - d. Maintaining professional standards, codes of conduct and procedures relevant to the Global Mission Team's objectives, while encouraging flexible networking and relationship building between Bible Societies.
 - e. To ensure timely reporting of any breach of standards. This includes participating in the UBS Reputation Management system, ensuring appropriate communication of potential media and reputation risks.
4. When requested by the Associate Director of Operations, to act as the UBS manager for one or more UBS-dependent BS Offices or UBS Partnerships, assessing their capacity to apply for UBS membership, while working towards a partnership arrangement with a sister Bible Society that can take over this management role, if appropriate.
5. In cooperation with other GMT colleagues as appropriate, to support one or more Bible Societies designated as "Mission Resource Centres", supporting their communication within the Fellowship.
6. To maximise the resources available to Bible mission by providing relevant information on need and ministry impact to fundraisers in Bible Societies.
7. On request, to represent the UBS Director General or the Associate Director of Operations on formal occasions in the assigned Bible Societies.
8. To identify, document and proactively share examples of Good Practice and encourage a dialogue of learning between Bible Societies.
9. To maintain dialogue with other Ministries in order to promote the Bible cause and appropriate partnerships.
10. Any other relevant task as requested by the Associate Director of Operations.

Essential Skills and experience

- Proven ability to work effectively with, and to influence, senior leaders.

- Excellent verbal and written communication skills. Fluent in Spanish and English.
- Experienced in operating in a multi-cultural environment with sensitivity to different world views and opinions of the financial world.
- Comfortable working in a Christian organisation with sensitivity to the breadth of church support that UBS enjoys.
- Ability and willingness to travel occasionally nationally and overseas.
- Self-motivated, with enough personal confidence to be open to continuous learning and development.
- Setting an example by demonstrating an ability to manage one's own emotions and behaviours, particularly through times of change.
- An ability to work collaboratively, a good listener with an ability to explain complex matters simply.
- Evidence of an ability to inspire, motivate and encourage.
- An open attitude which supports an honest broker approach in relationship building.
- Education to a postgraduate level is desirable, with a qualification in management, international relations or a similarly relevant field.
- Rich experience in international mission delivered in a multi-cultural setting. Bible Society experience will be an advantage.
- Experience in a business environment, particularly in respect of management, IT, publishing, marketing, communications and/or fundraising disciplines.
- Experience in working with global networked teams, and a track record in using all available communications tools in the context of a dispersed staff team.