



INTERNATIONAL WATER MANAGEMENT INSTITUTE

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POSITION ANNOUNCEMENT

DIRECTOR, INTERNATIONAL RESEARCH SUPPORT SERVICES (IRSS)

The International Water Management Institute (IWMI) and the WorldFish Center are international non-profit research and capacity building institutions supported by the Consultative Group on International Agricultural Research (CGIAR).

With its headquarters in Sri Lanka, IWMI conducts research, capacity building and knowledge sharing activities related to water and land management, with the goal of improving food security, livelihoods, and the natural environment in developing countries. IWMI builds strategic alliances with international and national partners while creating innovative approaches to translate water and land management research into actionable recommendations for policy makers, resource managers and poor rural communities.

The WorldFish Center with headquarters based in Penang, Malaysia, works to reduce poverty, hunger, and malnutrition in developing countries by improving fisheries and aquaculture. The Center provides the scientific knowledge needed to increase fish production, guide the management of fisheries and other aquatic ecosystems, reverse habitat degradation, and influence policies involving fish and the people who depend on them.

International Research Support Services (IRSS) is a Joint Venture between IWMI and WorldFish to deliver outsourced corporate services (Finance, Human Resources, and Information Technology) to CGIAR Centers, starting from IWMI and WorldFish. The IRSS consolidates these services to a central location, retaining a minimum level of support at research locations to ensure quality service delivery. The services of IRSS utilize technology to ensure service quality through the implementation of several state-of-the-art systems such as SAP and HR4U- a web-based Human Resources Management Information System. IRSS is a shared service organization overseen by a Steering Committee comprising of the Director Generals of IWMI and WorldFish.

IWMI and WorldFish jointly seek an innovative, dynamic and motivated individual with a flair for leading and managing change management interventions, to be the Director of IRSS. The successful candidate will be based in either Colombo, Sri Lanka or in Penang, Malaysia and report to the Steering Committee.

Duties and Responsibilities

The selected candidate will provide overall leadership, direction and support to the IRSS to meet its immediate and long term objectives. Specifically, she/he will:

- Take overall responsibility for building and training IRSS teams in all functions and geographic locations and managing their performance on an ongoing basis.
- Lead and motivate the IRSS team to develop Service Level Agreements that meet customer needs, and achieve the agreed performance standards.
- Pro-actively anticipate customer needs, review/re-engineer existing service offerings, design new service offerings, and thereby ensure customer satisfaction.
- Facilitate and implement process improvements to achieve greater efficiencies.
- Ensure that business processes within and across functional areas are appropriately integrated.
- Build strong partnerships with the other non IRSS members and showcase IRSS offerings to ensure an effective foundation for future growth.
- Lead & assist in the definition and review of the integration requirements between the client “As Is” processes and “To Be” processes around various systems such as HRMS, SAP etc.
- Oversee monitoring of process effectiveness and identify gaps in process functionality.

Skills & Abilities

- A natural flair for leading people with an ability to inculcate good team spirit;
- Result orientation with cost and quality parameters;
- Demonstrated leadership in a multi-cultural, international, multi-disciplinary organization; preferably in the developing world;
- Strong communicator with proven ability to listen, consult and inspire trust.

Qualifications & Experience

- Master’s Degree in business management and a minimum of 15 years of management experience out of which three to five years should be in a senior leadership role with a multi national/multi location organization.
- Experience in handling multi process operations.

- Strong service delivery experience in the outsourcing business – working experience in a BPO would be an added advantage.

Salaries & Benefits

This is an Internationally Recruited Staff position with a competitive salary and benefits package, which includes a housing & utilities allowance, vehicle allowance, education assistance, annual home leave, retirement and health insurance package.

Applications

The position will be for a period of three years with the possibility of extension. Please send a letter of application, résumé and the names and addresses of three referees to: The Human Resources Office, IWMI, P.O. Box 2075, Colombo, Sri Lanka; Email: work-at-iwmi@cgiar.org

Applications will be accepted until **24th June 2007** or until the position is filled.

For further information on IWMI – <http://www.iwmi.org>
WorldFish Center – www.worldfishcenter.org

IWMI is an equal opportunity employer and is keen to further diversify its staff in terms of both gender and nationality.