

## **Job description: Operations Manager**

Job Title: Operations Manager

Location: Melbourne, with occasional international travel

Reporting to: South East Asia and the Pacific Programme Director

Direct Reports: 1 Finance Officer, 1 Programme Support Office, 1 Programme Support Assistant

Duration: Permanent, Full Time

### **Conciliation Resources**

Conciliation Resources is an independent international organisation working with people in conflict to prevent violence, resolve conflicts and promote peaceful societies. We provide practical support to help people affected by violent conflict achieve lasting peace. We draw on our shared experiences to improve peacebuilding policies and practice worldwide. We work with partner organisations and individuals to create an environment in which long-term change is possible, supporting key actors in the conflicts (officials, civic actors and politicians) to explore options for progress through dialogue, analysis and access to new thinking; engaging with hardliners and enabling broad participation including marginalised groups. We help civil society groups become more effective in advocating for rights, encouraging debate and achieving policy change, which will contribute to potential reconciliation.

This role will help keep people safe. In fulfilling our mission, we work in insecure environments that expose staff to great personal risk. We also work with a range of people, including many who are vulnerable, and we must ensure they are protected from abuse.

### **Job purpose**

We are headquartered in London, with a branch office in Melbourne. This new role will lead on organisational support for the Melbourne team, with assistance from the well established organisational support teams in London. Although this is a management role, as an organisational and programme support team of four, there will be a lot of 'hands on' work and multitasking.

This role involves implementing and maintaining systems and processes to ensure the smooth running of operations to support a team of 12-16 peacebuilding programme staff in our Melbourne Office. This is a wide ranging role, overseeing and directly carrying out aspects of Office Management, IT, Human Resources, Fundraising, Compliance and Finance.

The Operations Manager provides project, administrative and logistical support as necessary. The post holder will play a key role in liaising with programme teams, consultants and suppliers, ensuring they have what they need to get work done. Reporting to the Regional Programme Director, the Operations Manager will be based in Melbourne and will undertake occasional travel to our global operations.

As this is a wide ranging role, the post holder is not expected to be an expert on all the relevant areas. Expertise in one area, with a willingness to develop knowledge in skills in the other areas is very welcome.

### **Specific responsibilities and tasks**

### **A. Office Management and IT**

With remote assistance from the team in London, this role will ensure that the office space is generally well setup and maintained for safety and security. This will include being responsible for the management of service providers to the office, including the landlord, utilities, internet and telephone providers, along with managing maintenance issues, including contacting and overseeing appropriate service providers.

With remote assistance from the team in London, this role will be responsible for administering the 10-12 desktops and laptops that the South East Asia and the Pacific (SEAP) team use, ensuring that they are correctly setup, connected to the network and supplied with software and hardware as appropriate.

### **B. Human Resources**

Under the direction of the SEAP Programme Director, and working with SEAP programme leads, the role will be responsible for ensuring that there are appropriate systems and processes to promote staff well-being, and a positive and supportive work environment.

With remote assistance from the team in London, this role will be responsible for administering a HR system (such as Breathe HR), assisting with recruitment processes including contacting candidates, and ensuring that employee records are up to date and correct.

### **C. Compliance**

The role will work with the Programme Director and the SEAP programme teams to ensure that Safety and Safeguarding are prioritised within the SEAP team, and a culture of safety is developed and maintained.

With remote assistance from the team in London, this role will be responsible for implementing a range of safety and security projects and tasks, including coordinating the provision of safety and security training (such as Hostile Environment Awareness Training) for the SEAP team. The role will assist team members in producing and regularly updating security documentation, including workplans, budgets and consultant contracts.

The role will assist the Chief Operating Officer in London, who also acts as the Safeguarding Officer, the Operations and Compliance Officer, and the HR Director to ensure that the organisation's safeguarding policies and processes are being followed.

Contribute to risk management systems and procedures, assisting the Programme Director.

Working with the Chief Operating Officer, the post holder will ensure that systems and processes are in place to support Conciliation Resources to demonstrate compliance with regulations and external standards.

In addition to security and safeguarding, the post holder will work with the Chief Operating Officer in all other compliance areas, and implementation of policies and practices on topics such as terrorist financing, money laundering, bribery, overseas spending and procurement.

The role will also be responsible for managing donor compliance needs, including financial compliance needs.

#### **D. Finance**

This role will directly line manage a Finance Officer who will act as the accountant for the local finance system in Melbourne, as a branch office of the UK organisation. In this aspect of the role, the Operations Manager may be required to occasionally directly assist with finance related work such as budgets and account preparation.

The role will support the SEAP Programme Director in monitoring SEAP programme and office finances, including analysing spend against budgets, modelling future spending, and managing the creation and review of financial reporting (e.g. donor and internal reporting). The role will also oversee and manage financial transaction processes within the Melbourne office, including supporting programme and office related transactions.

#### **E. Other**

Contribute to the organisation's strategic and operational planning processes, including through participation in the annual planning cycle and monitoring and evaluation processes, through scheduling and minuting meetings, and assisting with the preparation and submission of completed annual plans.

Contribute to Conciliation Resources' information systems: entering information into Conciliation Resources' Contacts Database, and handle information in line with Conciliation Resources' Data Protection and Privacy Policy and any other relevant policies.

Advise the SEAP Programme Director and Chief Operating Officer on the regulatory environment in Australia and the regions within which the SEAP team works, relative to the needs of the SEAP team and the Melbourne office.

Perform additional tasks, consistent with the skills and expertise of the post-holder, as requested by the SEAP Programme Director.

Apply our core values to all work and develop them within the organisation, including through signing and adhering to Conciliation Resources' Code of Conduct.

### **Person specification**

#### **Essential knowledge, skills and experience**

- Initiative, enthusiasm and a problem-solving approach to new challenges.
- Experience of developing or adapting organisational policies and processes
- Strong understanding of organisational budgeting and finances
- Experience in developing and delivering systems for audit or quality assurance;
- Experience of line management and team management.
- Able to explain, advocate and express facts and ideas in a convincing manner, and negotiate with individuals and groups internally and externally.
- Strong organisational skills including planning, developing, implementing and maintaining administrative systems.
- An ability to coordinate project planning
- Excellent verbal and written communication skills in English.
- Willingness to work irregular hours occasionally and to undertake some travel.
- Appreciation of issues of confidentiality, and cross-cultural and political sensitivity.
- Graduate study in a relevant area (this could include law, finance, business, project management, conflict resolution, international relations, development studies, international humanitarian law, peace and security.) Local equivalent or equivalent by experience will be considered.
- Experience of hostile environment awareness training or willingness to undertake hostile environment awareness training.
- Experience of safeguarding training or willingness to undertake safeguarding training.
- Excellent working knowledge of Microsoft Office software packages, databases, email, internet.
- Some knowledge of and interest in peacebuilding/ humanitarian/ development sector safety and security and safeguarding issues.

#### **Desirable knowledge, skills and experience**

- Experience of working in a multicultural environment.
- Experience overseeing and performing basic IT administration
- Experience overseeing and performing basic HR administration
- Experience in fundraising in the non-government sector
- Experience overseeing and performing basic office management tasks
- Experience working with vulnerable individuals, particularly in a conflict context

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