

Operations and Compliance Manager – Africa Department - Job Description

Job Title: Operations and Compliance Manager (Africa)

Location: Nairobi, with regular regional travel.

Reporting to: Africa Department Director

Direct Reports: 1

Duration: 90 days over 6 months

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 satellite offices in Jigjiga (Ethiopia) and Bangui (Central Africa) and are in the process of registering and opening a regional office in Nairobi, Kenya. This new role will lead the registration and establishment of the Nairobi office, developing this office into a regional support centre providing operational assistance to offices and staff in the region.

This role involves implementing and maintaining systems and processes to ensure the smooth running of operations to support a team of 10 peacebuilding staff spread across Nairobi, Bangui, Jigjiga, Addis, Kampala and Accra. This is a wide-ranging role, overseeing and directly carrying out aspects of Office Management, IT, Human Resources, Compliance and Finance.

The Operations and Compliance 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 Africa Department Director, the Operations and Compliance Manager will be based in Nairobi and will undertake regular travels to CAR and Ethiopia and occasional travel to 2-3 other Africa locations and global operations (in London).

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

We envisage that the first 12 months will focus on areas A and B below.

A. Implementation of the Africa department transitional plan

This role will support the Africa Department Director in the implementation of the recommendations of our recent Africa needs assessment (2021) including staffing structures, location and transition plan.

B. Registration and office set up in Nairobi and ongoing support to satellite offices

With assistance from the team in London, this role will lead on our registration process in Kenya including selecting and proceeding with the right entity registration option, operational structure and office location. The role will also provide operational support to staff in Bangui and Jigjiga.

C. Office Management and IT

With remote assistance from the team in London, this role will ensure that all regional working spaces are well setup and maintained for safety and security following our global guidelines. This will include management of IT and service providers to the offices, including the landlords, utilities, internet, telephone and maintenance providers.

D. Human Resources

Under the direction of the Africa Department Director, and working with Africa 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), coordinating recruitment processes

including contacting candidates, and ensuring that employee records are up to date and correct.

E. Compliance

The role will work with the Africa Department Director and the Africa programme teams to ensure that Safety and Safeguarding are prioritised within the Africa 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 Africa 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 International Safety and Compliance Manager, 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 Africa Department 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, external and donor standards as well as implementation of policies and practices on topics such as terrorist financing, money laundering, bribery and procurement.

F. Finance

This role will directly line manage a Finance Officer who will act as the accountant for the future local finance system in Nairobi, directly assisting with finance related work such as budgets and account preparation when necessary.

The role will support the Africa Department Director in overseeing and managing financial transaction processes within the Nairobi and local offices, including supporting programme and office related transactions.

G. 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 Africa Department Director and Chief Operating Officer on the regulatory environment in Kenya, CAR and Ethiopia as well as other locations which the Africa team works.

Perform additional tasks, consistent with the skills and expertise of the post-holder, as requested by the Africa Department 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 and French.
- 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.
- Proof of right to work in Kenya

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
- Knowledge of one or more of local languages in the Africa department contexts

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