**Operations Manager**

**JOB PURPOSE:** The Operations Manager oversees all aspects of PWYP’s Operational support department. This involves ensuring that all of PWYP’s staff and key stakeholders across multiple countries are provided with the physical, logistical and administrative support necessary for effective achievement of the organisation’s objectives

**REPORTS TO:** Director of Finance & Operations

**SUPERVISES:** Events Coordinator/Executive Assistant; outsourced ICT consultants; outsourced HR consultants; other outsourced consultants

**SCOPE OF RESPONSIBILITIES:**

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<tr>
<th>Key Result Area</th>
<th>Example Responsibilities</th>
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| Manage the development and implementation of effective policies, procedures and ways-of-working to ensure strategic deployment of PWYP’s physical and human resources | ● Oversee the efficient and effective running of PWYP’s Operations function, including through the development and implementation of an annual workplan for the Operations department;  
   ● Identify and mitigate risks associated with PWYP’s operations, including overseeing the development and implementation of policies and procedures for managing the following:  
     ○ Health, Safety and Security  
     ○ Data Protection and Cyber Security  
     ○ Business Continuity  
     ○ Protection and anti-harassment  
     ○ Risks associated with procurement  
     ○ Risks requiring insurance  
   ● Lead the staff policy review committee and ensure effective communication on policy development to all stakeholders to determine policy gaps and prepare analysis reports. |
<p>| Ensure that PWYP staff and key stakeholders are provided with administrative, logistical, ICT, and events and office-management support that will | ● Oversee the provision of ICT support to the team in all locations, primarily by overseeing sub-contracted providers of ICT support; ensuring that ICT resources are fit for purpose, managed in accordance with good practice, and that any issues are followed up promptly and fully resolved with minimal disruption |</p>
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| enhance their ability to deliver against PWYP’s goals and strategies          | ● Act as systems administrator for PWYP’s main ICT system, Google Drive; and ensure provision of relevant and secure communications technology platforms for staff (e.g. Bluejeans)  
● Ensure that staff based outside of London office are provided with a standard office support system in line with the London office (i.e. desk, telephone, internet etc); act as a key point of contact to understand needs for and ensure provision of administrative and logistical support  
● Ensure the provision of reception services, ensuring that the administrative staff balance the need to concentrate on their other duties with the provision of a responsive reception service; this may involve personally managing the reception “desk” duties  
● Ensure that appropriate levels of operational support are provided as requested by staff for significant meetings, events, conferences and trainings; this includes attending relevant events (e.g. Board and Global Council meetings and staff retreats) to provide support and ensure that all logistical arrangements and financial disbursements proceed smoothly  
● Maintain the assets register and ensure that PWYP’s physical assets and equipment are maintained appropriately and serviced on schedule  
● Ensure the provision of timely and effective technical and logistical support (room bookings, video conferencing set-up, setting up remote access web links etc) for all meetings in the PWYP office or externally, including weekly team meetings and others as required (e.g. booking venues for social events);  
● Provide all new staff and Board/Global Council members with administrative support - e.g. changing email address on certain documents, provision of key documents, building access cards etc. |
| Ensure talent management practices for PWYP so that the organisation will be resourced with appropriate numbers of competent and well-motivated staff | ● Liaise with recruitment consultants and ensure logistical support from the Operations department for recruitment processes (e.g. posting advertisements on relevant fora, receiving and storing applications etc) associated with recruitment; including liaising with the manager of incoming staff to coordinate a well-managed induction process and timely end-of-probation review  
● Oversee HR consultants / lawyers to ensure that all statutory and legal requirements associated with PWYP’s employment of staff (in the UK and internationally) are met  
● Maintain staff files ensuring that all information required for legal compliance is in place  
● Organise and coordinate HR Management routines:  
  ○ Performance review processes  
  ○ Training & Development  
  ○ Other staff wellbeing initiatives  
● Implement the procedures associated with staff remuneration and reward; including ensuring that staff are paid on time, all benefits are administered accurately, managing periodic pay review processes, updating all documents, liaising with the finance team, and providing guidance to staff  
● Ensure that leaving staff are given an exit interview and that improvements to HR Management systems are considered when feedback is corrective |
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| Oversee the administration of PWYP’s procurement procedures and systems; ensuring compliance with good practice and donor requirements whilst providing the team with timely provision of required goods and services | ● Use an engaging leadership style that motivates team members and results in high performance
● Manage the procurement of relevant goods and services for all staff in all locations; ensuring that the evaluation processes used will meet donor accountability requirements and general good practice
● Sign off on all contracts (consultancies, sub-grants, service agreements) prepared by budget holders, ensure contracts are signed in accordance with authorisation policy and ensure contracts database is up to date;
● Support the DFO in developing and contracting host organisations for staff based outside of the UK
● Ensure policy and internal guidance notes are developed are shared with the team to ensure that consultants performance will be managed by the budgetholder
● Liaise with the finance team to ensure timely payments for goods and services (only) procured by the Operations team once they have been delivered to standard
● Manage the pre-qualification process to identify value-for-money travel or logistics agencies that will support all staff
● Ensure that stationary, hospitality, and frequently used supplies are kept in stock and disbursed appropriately |
| Support the DFO in their role as Company Secretary, contributing to the effective governance of PWYP; | ● Oversee/Manage administration of Board governance, including management of documentation and statutory filings
● Lead on the recruitment and induction of Board members and develop, implement and report on Board assessment processes.
● Take minutes of Board meetings and ensure that they are approved, signed and stored appropriately |

**FINANCIAL SCOPE:**

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<tr>
<th>Financial Impact of Role</th>
<th>Nature of Responsibility</th>
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<td>Small (under £15000); Medium (£15000-£199,000); Large (£200,000-£1,000,000); Very large (over £1,000,000)</td>
<td>Stewardship; Shared Responsibility; Direct Responsibility; Accountable shared</td>
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**Narrative:** The job holder has responsibility for managing the recruitment of staff and consultants; this will include checking HR related costs for accuracy prior to payment. This role also is responsible for the provision and security of physical assets. This necessitates a large-sized budget. The responsibility will be shared with the DFO and ED and will therefore have a shared responsibility. In addition, the role has an impact on PWYP’s ability to source funding by establishing a track record of value for money (impact for money) and accountability against donor reporting requirements.
REQUIREMENTS OF THE ROLE

Qualifications
- Bachelor’s degree
- Either: degree in Human Resources Management, Business Management or relevant professional qualification (e.g. Chartered Member CIPD)

Technical Experience & Knowledge
- 8 to 10 years’ experience, some at supervisory level, in a support function; ideally in an international not-for-profit organisation
- Demonstrated experience in managing operational support across more than one core function (HR, ICT, Procurement, Office Management)
- Demonstrated experience of managing HR processes; qualification preferred
- Experience in working in donor funded organizations an added advantage
- Excellent written, verbal communication, interpersonal skills; high quality document and report preparation; excellent presentation skills
- Proficiency in Google Suites and MS Office
- Proven ability to work collaboratively, as a team leader and team member; and to build and maintain a positive work environment across the organisation
- Fluency in English required, fluency in another language desirable

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<tr>
<th>Competency</th>
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<tbody>
<tr>
<td>Commitment &amp; Drive for Results</td>
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<td>✓</td>
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<tr>
<td>Proactivity &amp; Innovation</td>
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<td>Effective Resource Management</td>
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<td>Relationship Building</td>
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<td>Communication &amp; Influencing</td>
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<td>Thinking &amp; Problem Analysis</td>
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<tr>
<td>Learning &amp; Resourcefulness</td>
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