

## JOB DESCRIPTION

<b>Job Title:</b>	Global Operations Manager
<b>Location:</b>	London
<b>Reporting to:</b>	Head of People and Culture Task management responsibilities under Director of International Programmes
<b>Type of position:</b>	Global
<b>Salary range:</b>	£42,079 - £47,360 gross per annum
<b>Contract terms and hours:</b>	Open contract. Standard working week is 37.5 hours
<p><b>Background</b></p> <p>Saferworld is an independent international organisation working to prevent violent conflict and build safer lives. We work with people affected by conflict to improve their safety and sense of security, and conduct wider research and analysis. We use this evidence and learning to improve local, national and international policies and practices that can help build lasting peace. Our priority is people – we believe in a world where everyone can lead just and peaceful lives, and enjoy the rights and freedoms to live with dignity, free from fear and insecurity.</p> <p>Saferworld has 200 colleagues spread across country programmes in East Africa, Middle East, Central Asia and Asia, and policy &amp; advocacy centres in London, Beijing, Brussels, Vienna and Washington. In our programme areas we work in partnership with organisation and institutions, supporting community groups including women and youth activists in their efforts to build peace and respond to the impact of conflict, and by identifying and addressing safety and peace-building needs and actions globally and locally.</p> <p>Saferworld is committed to providing a safe and trusted environment that safeguards our staff, partners and communities. Our organisational integrity is derived from the values and principles that underpin and guide our work.</p>	
<p><b>Job purpose</b></p> <p>The Global Operations Manager is responsible for providing specialist operational leadership and management in support of Saferworld’s values and mission through the following broad areas:</p> <ul style="list-style-type: none"> <li>• Strengthen the development, oversight and uptake of Saferworld’s operations’ policies, systems and compliance commitments</li> <li>• Provide operational guidance, coordination and support for personnel across Saferworld offices and affiliates</li> <li>• Partner with cross-functional support teams and contribute to effective cross-organisational collaboration and working to help maintain and grow efficiency across organisational processes</li> </ul>	

Working alongside other core support functions, the position will lead and engage in a range of assignments such as systems' development projects; policy updates and uptake tracking; overseeing quality and cost-effectiveness in operational procurements; the coordination of teams supporting operational plans for scale ups, opening of new offices or exits; mentoring of key operational managers and point persons; oversight of compliance performance around operations systems; and the development of new projects to improve the effectiveness of operations.

### **Key areas of responsibility**

#### **Operations: audits, monitoring, management and support**

- Lead, develop, implement and monitor policies and procedures relating to Saferworld's operations, in coordination with operations staff/focal points, and other relevant staff, and feed lessons back to improve organisational policies/procedures
- Ensure operations systems and processes are monitored and planned for in advance:
  - Institute an annual calendar to highlight Saferworld's offices legal compliance requirements
  - Oversee assets held in overseas offices
  - Support managers to ensure schedules for audits, SDN regulations, registration, suppliers, health and safety, security, renewals, etc. are in place and adhered to
- Assess and support human and technical resources required to ensure systems are effective:
  - Support operations staff and focal points and facilitate the cultivation of relevant skills
  - Provide recommendations to directors, heads and country directors/managers to strengthen offices' skills and ways of working in relation to operations systems and processes
- Design and coordinate relevant processes and/or projects to ensure effective operational support is functioning across Saferworld's offices – provide solutions/troubleshooting where appropriate and assess and strengthen competencies to execute these functions through mentoring and training
- Provide hands on support and accompaniment on programme scale ups or downsize.
- Develop a framework to carry out periodic audit processes across Saferworld's offices, and coordinate and support relevant teams to address/prioritise recommendations (IT, finance, internal audit, security)
- Network with external contacts to identify best operational practice

#### **Insurance**

- Oversee Saferworld's insurance portfolio ensuring relevant and cost-effective cover is in place
  - manage procurement processes of the insurance portfolio, ensuring they follow organisational policies and relevant people/leads – e.g. HR or country managers so that they are shaping the requisition and assessment of tenders
  - manage claims and ensure learning is incorporated into new policies and procurement
- Oversee Saferworld's offices/affiliates' specific insurances – as part of the calendar of compliance of offices, ensure consistency of approach, and engage in country insurance procurement processes when needed.
- Bring regular cost-effective analysis to global and local insurance policies & liaise with programme, security and finance personnel/needs.

#### **IT**

- Lead on the development of an IT services management system to support the ongoing reliability, security and quality of IT systems and capabilities in meeting the needs of the organisation:
  - capture and track the full lifecycle of IT delivery from demand and pipeline management to project initiation, delivery and problem solving as a central tool for the IT Steering Group
  - ensure roles and responsibilities of those managing and maintaining the system are clear

- strengthen systems to provide regular feedback and learning on the ongoing reliability, security and quality of IT systems in meeting the needs of the organisation, and its loop back into planning
- track and record an inventory of IT assets across the organisation and contribute to the fixed asset register
- enhance effective risk management as a result
- Ensure IT procurement and development plans for Saferworld's offices are in alignment with the IT strategy and annual business plan in coordination with IT Steering Group members
- Coordinate implementation plans for cyber/data security with the Global Security Manager and IT consultant
- Be an active member of the IT Steering Group and contribute to the development of a refreshed organisational IT strategy

#### Travel

- Update and monitor travel policies and procedures and ensure they are known and followed by staff, accessible, and fit for purpose - working closely with the Global Security Advisor and other relevant staff
- Ensure travel procurement systems are in place and functioning in London and internationally, and that services are being delivered efficiently

#### Compliance

- Assist in developing and participate actively in the compliance oversight group and ensure the experience of Saferworld offices informs organisational policies and procedures
- Enhance effective risk management
- Assist in the completion of 'due diligence' assessments and exercises

#### Safeguarding

- Participate in the Safeguarding working group and work together with the Head of People & Culture, Safeguarding Coordinator and leadership in systematically operationalising safeguarding policies in Saferworld's offices

### KEY WORKING RELATIONSHIPS

- **Programme leads and Country Representatives** – working together on setting up support priorities and implementation of operational audits and recommendations
- **People and Culture Team** – working collaboratively with office support teams and implementation of recommendations
- **Director of Finances and Internal Auditor** – working together on internal country office audits/project audits, to provide holistic assessments and strengthening plans, and systems development generally
- **IT staff, Global Security Adviser and Safeguarding Coordinator** – working together in operationalisation of IT, security, safeguarding and other compliance policies

#### Scope and accountability

##### Decision making and limits of authority

The post-holder is expected to show good stewardship, coordination and innovation in order to contribute to the achievement of Saferworld's strategic objectives. Although the post-holder is managed by the Head of People and Culture, s/he has a global operations role and needs to functionally liaise with heads and directors outside this department. This role particularly needs to work closely with the Director of International Programmes.

##### Financial resources

Budget and financial management responsibility over the organisational operations budget (insurance, travel and related areas)

<b>Other resources</b>	
<b>People management</b>	One direct report

**Person specification**

**Knowledge and Experience**

- Proven significant experience of operations management and planning, including working with financial, human resources and administrative functions.
- Experience working in a programme office in a conflict-affected and/or developmental context, and specifically of the operational requirements of an office in these environments.
- Broad experience in budget and resource management.
- Experience of developing tools and processes within limited resources.
- Strong first-hand experience of project management.
- Experience with IT systems in country offices
- Experience with staff safety and security responsibilities at country office or headquarters level
- Proven experience of building and maintaining relationships at a senior level to influence the strengthening of compliance and operations.
- Demonstrable organisational and project management skills and an ability to prioritise support to multiple projects.

**Skills and abilities**

- Good organisational and planning skills, including consistency, attention to detail and the ability to work under pressure.
- High level communication skills, including experience of communicating effectively across cultures and with diverse audiences, both verbally and in writing.
- Ability to use creativity to overcome legal and administrative challenges in complex conflict-affected environments.
- Ability to identify improvements to working practice, make recommendations and implement changes.
- Ability to work independently and collaboratively around shared objectives.
- Communicate sensitively and effectively with a wide range of people, including across cultures and with those at a distance
- Ability to work under pressure with tight deadlines, and overcome barriers and find solutions to complex problems, sometimes in challenging and stressful circumstances.
- Strong verbal and written communications skills; able to engage and influence others.
- Fluency in English (written and spoken) written.

**Personal qualities**

- Commitment to and compliance with Saferworld’s safeguarding principles.
- Commitment to respect and value equality and diversity, and understanding of how this applies to own area of work.
- Commitment to the vision, mission and values of Saferworld.

**Other requirements:**

- Expected to be able to travel up to 2 months in the year (non-consecutive).

**Application process**

**To apply:** Download and complete an application form at <http://www.saferworld.org.uk/jobs/jobs> and send to HR Team at [jobs@saferworld.org.uk](mailto:jobs@saferworld.org.uk) (Ref: ...)

**Deadline for applications: 7 December 2021**

It is anticipated that interviews will be held w/c 14 December 2021

We only accept completed application forms so please do not send your CV