

DRAFT JOB DESCRIPTION

JOB TITLE:	Head of Operations
DEPARTMENT:	Finance, Operations and Support Services (FOSS)
JOB GRADE:	F
RESPONSIBLE TO:	Chief Operating Officer
RESPONSIBLE FOR:	Line management of Operational Support Team (3 staff)
KEY RELATIONSHIPS:	Regional and Country Offices; key head office departments including Finance, Resource Development and Global Impact; network members.

JOB PURPOSE:

To provide strategic leadership to organisational work to strengthen operational systems, processes and risk management consistent with a more decentralised way of working.

JOB RESPONSIBILITIES AND KEY TASKS

Standard Operating Procedures

- Provide organisational leadership to the development and implementation of SOPs across all key operational areas.
- Ensure strategic gaps are identified, developed or flag to relevant team to be addressed.
- Ensure cross-organisational participation where appropriate in the development of new SOPs in areas such as partnership management, contract management, minimum requirements for operational presence and operations closures and other operational controls.

Systems Development

- Drive forward the development of key business systems for HelpAge International globally, supporting more efficient and decentralised ways of working.
- Provide strategic leadership around future investments in systems development and integration, IT, supporting the work of the IT & Systems Development Manager.
- Ensure efficient use of technology where possible to improve organisational systems and performance, and develop clear processes for transitioning to new systems.
- Guide FOSS Support Officer in improvement of contract management system.

Annual Planning and performance Management

- Lead on the coordination of the annual planning and reporting processes and the production of the corporate plan and report.
- Ensure strong systems are in place globally to monitor and manage risks, building in a more decentralised approach to risk management globally.
- Develop Key Performance Indicators for programme operations, produce regular reports for senior managers and follow up actions with international offices and departments in London
- Work closely with other teams and regional and country offices to support stronger integration of risk management into their daily work through the provision of tools, training and support.
- Oversee due diligence processes as required, supporting the work of the Operational Support Coordinator.
- Ensuring the accountability reporting (e.g. IATI, CHS, etc.) to different stake holders and regulatory bodies is carried out accurately and timely basis.

Security Management

- Ensure HelpAge International has robust security management procedures in place globally and meets its duty of care to staff, partners and beneficiaries.
- Oversee the work of the Operational Support Coordinator to monitor security risks across HelpAge's operational countries.
- Provide support to Global Leadership Team in the event of crisis management.

Support to regions and countries

- Provide regular strategic support to regional and country offices across key operational issues.
- Ensure strong strategic perspective informs regional planning on operational issues (risk management, delivery capacity, IT, security etc).
- Provide some matrix management to Regional Directors and Regional Heads of Programme on relevant areas of work.

Team Management

- Line manage three Operational Support team members and ensure performance objectives are set and reviewed throughout the year.
- Lead Operational Support team annual planning process and ensure this is consistent with organisational strategy.

Other

- Provide senior level external representation where required.
- Travel to regional and/or country offices where required.
- Participate actively in cross-organisational initiatives where relevant.

PERSON SPECIFICATON

Essential

- Proven track record in developing and implementing business systems development strategies to ensure the effectiveness of the organisation with an ability to investigate new solutions.

- Knowledge of information and technology based solutions to integrate and stream line business systems.
- Proven ability to lead, inspire and manage a diverse team including IT and system development team.
- Experience of working and supporting teams working remotely (matrix management).
- Strong influencing skills, able to develop influence strategies and use a variety of techniques to deliver a desired outcome.
- Knowledge of security management i.e. personnel, assets and cyber security.
- Experience of leading on strategic planning, preparing annual plans.
- Ability to project manage key projects like production of annual corporate report.
- Analytical skills with the ability to identify key points from complex material or information and lead on knowledge sharing effectively
- Experience of developing, maintaining and overseeing corporate key performance indicators.
- Excellent written and oral communication skills and able to communicate and negotiate with a wide range of people and organisations at all levels with tact and diplomacy.
- Willingness to travel overseas

Desirable

- Knowledge of ageing and development
- Experience working in international development, including operational experience in developing countries and significant experience in senior management posts
- Capacity to perform complex tasks under pressure