

Job description: Operations Manager

- **Reports to:** *Executive Director*
- **Management** – Senior finance officer, IT support and other staff / consultancies as required
- **Time commitment** – *full time role (80% could be considered)*
- **Location** – *Geneva*

1. Background and Purpose

CHS Alliance is a small, dynamic team serving a wide global membership on issues on accountability and safeguarding. It is seeking a dynamic, solution focussed, operations manager, with good finance acumen, and able to support the team on a range of HR and administrative work.

2. Main Duties and Responsibilities

This position leads on key organisational functions, including financial oversight, HR management, governance support, information technology and administration.

Finance and Grant Management

- Oversee financial operations including financial management, accounting, control, reporting
- Ensure effective budget workflows for the organisation to meet their goals and objectives
- Oversee budgeting, financial planning, regular re-forecasting and modelling
- Provide quarterly spend rate against operational budget to SMT and against grants to programme managers
- Oversee organisation and programme-specific audits
- Ensure a strong engagement with the Treasurer and support a strong Governing Board Finance Risk and Audit Committee
- Oversee effective grant management requirements are met
- Engage with external stakeholders, including donors, auditors, ensuring compliance with financial and governance standards

Human Resources:

- Develop a strong, proactive and supportive HR service, that meets the highest standards, in line with the CHS
- Oversee and support with the following HR processes: recruitment, contracting, onboarding, objective-setting, appraisals, training, leave and disciplinary actions.
- Develop and implement HR policies and annual plans to deliver the organisational strategy
- Work closely with the Board's HR lead, in support of an effective Governing Board People and Culture Committee

Governance

- Oversee organisation of CHSA governance bodies, meetings and practices, including governing documents and meeting papers (Board and General Assembly)
- Oversee the creation, revision and implementation of CHSA policies and procedure

Information technology

Provide oversight and work in cooperation with Data Manager and IT focal point to:

- Oversee the CHS Alliance's IT and data infrastructure, including development and implementation of an integrated IT strategy
- Oversee the provision of IT services and support to staff and other CHSA contributors

Administrative and support functions

- Oversee all regulatory requirements, legal interactions, procurement, insurance and contracts
- Work closely with the Humanitarian Hub colleagues to ensure a good office work environment
- Ensure our internal processes meet the requirements of “embodying the CHS” and are also contributing to the external guidance and support to the CHS

3. Profile

- **Someone who shows a commitment to CHS Alliance mission and values**, evidenced by exhibiting a high level of personal and professional integrity, humility and humanity, and through experience with non-profit organisation, with a global membership reach
- **A professional in Finance, HR or organisational development** (MBA or accounting qualification a plus) able to read and interpret budgets, management accounts and financial statements
- **Someone who thrives with changing situations** but can also execute swift decisions when needed.
- **A natural relationship builder** who enjoys and has proven ability to work collaboratively with others, demonstrating team building and facilitation skills.
- **A systems thinker** able to connect processes and find simple solutions to streamline workflows.
- Someone **trustworthy in managing sensitive situations** and information, discrete, professional, and with excellent judgement.
- A **good communicator** with professional command of English, French a strong asset, and other working languages appreciated.
- **A solution focussed approach.**

| | Essential | Desirable |
|------------------------|---|---|
| Qualifications: | Professional qualification in Finance, HR or relevant discipline. | <ul style="list-style-type: none"> • MBA an advantage. |
| Experience: | <ul style="list-style-type: none"> • Experience with non-profit organizations • Progressively responsible senior management | |

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| | <ul style="list-style-type: none"> • Experience of working on diversity equality and inclusion • Experience in reading and interpreting budgets, management accounts and financial statements | |
| Knowledge: | <ul style="list-style-type: none"> • Good knowledge of current good practise in HR • Strong understanding of organisational accountability practices | <ul style="list-style-type: none"> • Knowledge of the Core Humanitarian Standard |
| Language: | <ul style="list-style-type: none"> • Excellent oral and written English skills • Working knowledge of French | |
| Behaviour | <ul style="list-style-type: none"> • Be personally and collectively responsible for upholding and promoting the highest standards of ethical and professional conduct. This includes refraining from acts of misconduct, respecting the CHS Alliance’s standards and the dignity of those whom the Alliance pledges to assist and with whom they have contact. | |