

# Candidate Information Pack

*Appointment of a*

## Global Operations Manager



*Handshake between British Army trainers, supporting the United Nations and the African Mission in Somalia, mentoring Somali soldiers on vehicle maintenance. Credit: Crown copyright Ministry of Defence.*

# Welcome message



Thank you for your interest in this exciting opportunity to be Saferworld's Global Operations Manager. This is an important role for us. Within Saferworld we have been on a journey of transformation to reinforce our services to better support colleagues across our work.

As we move through a process of revisiting our organisational plans this year in line with our new strategic priorities for the years to come, you will be joining Saferworld at an opportune time to play a significant role in delivering on our future peacebuilding vision, while supporting colleagues to play their roles effectively, and be a resource for organisational development and change.

We welcome a Global Operations Manager who is ready to proactively and collaboratively work with the organisation's leadership; who is solutions-led; and who will work alongside other core support functions to improve the effectiveness of operations. strategic counsel for people and managers on related issues.

The successful candidate will offer strategic and operational leadership experience, and a demonstrable understanding of best practice across all core functions. S/he will possess the interpersonal and communication skills to partner with colleagues

You 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.

This is an exciting opportunity and applications are welcomed from those in both international non-governmental organisations (INGOs) and non-INGO settings. I hope you will want to join us and I look forward to receiving your application.

A handwritten signature in black ink, which appears to read 'Paul Murphy'. The signature is stylized and written over a large, faint oval shape.

**Paul Murphy, Executive Director**

# Who we are

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 peaceful, fulfilling lives, free from fear and insecurity.

We are a not-for-profit organisation working in various countries across Africa, Asia and the Middle East and on conflict prevention and peacebuilding processes internationally.

We also have policy centres in Beijing, Brussels, London, Washington and Vienna.



*Transporting goods from Somalia into Kenya while passing by Kenyan police at the border, in the town of Mandera. Credit: Goran Tomaseviv/Reuters.*

# What we do

Saferworld works with people affected by conflict to improve their safety and sense of security. Working with our partners and drawing on Saferworld's 30 years of experience, we use our expertise and tested methodologies to promote peace and to address the underlying drivers of conflict.

We support the voices and concerns of those affected by conflict, so they can be heard nationally and internationally.

We also conduct wider research and analysis which we use as evidence and learning to improve local, national and international peacebuilding policies and practices that can help build lasting peace.



*Two ak sakals wear the traditional white Kyrgyz kalpak hats typical of older men in Central Asia. Credit: Karen Wykurz/Saferworld.*

# Context for the appointment

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.



*A scene from community discussions at a massive gathering in Pesantren Annuqqayah – one of the oldest Islamic boarding schools in Indonesia – on how women contribute to peace in their communities. Credit: UN Women/Ryan Brown*

# Role description

|                      |   |
|----------------------|---|
| <b>Job Title:</b>    | Global Operations Manager   |
| <b>Location:</b>     | Old Street, London with hybrid working  |
| <b>Reporting to:</b> | Head of People and Culture with task management responsibilities under Director of International Programmes |
| <b>Salary range:</b> | £42,079 - £47,360 gross per annum   |
| <b>Contract:</b>     | Full-time, permanent  |
| <b>Hours:</b>        | 37.5 hours per week   |

## Scope of the role

The Global Operations Manager is responsible for providing specialist operational leadership and management in support of Saferworld's values and mission.

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 objectives

- Strengthen the development, oversight and uptake of Saferworld's operations' policies, systems and compliance commitments
- Provide operational guidance, coordination and support for personnel across Saferworld offices and affiliates

- Partner with cross-functional support teams and contribute to effective cross-organisational collaboration and working to help maintain and grow efficiency across organisational processes

## **Key responsibilities**

### **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.

# Person specification

### **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).

# How to apply

For a confidential discussion about this role in more detail before submitting an application, please contact our recruitment partner, Simon Lloyd, Director, NFP Consulting at [simon.lloyd@nfpconsulting.co.uk](mailto:simon.lloyd@nfpconsulting.co.uk) or on 0044 7961 988 523

Application is by way of CV and a Supporting Statement. As a guide, your Supporting Statement should be around two sides of A4 and should set out your motivations and credentials for the role.

To apply online, please visit [www.nfpconsulting.co.uk/saferworld](http://www.nfpconsulting.co.uk/saferworld)

## Appointment timetable

- Closing date: Monday 6<sup>th</sup> December
- First interviews: Week beginning 13<sup>th</sup> December (Zoom)
- Panel interviews: Week beginning 20<sup>th</sup> December (Zoom or, subject to government guidance, in person at our offices in Old Street – tbc).

## Pre-employment screening

A formal offer of employment will be subject to the standard pre-employment checks including proof of eligibility to work in the UK and satisfactory professional references.

## Disclosure and Barring Service

All applicants will be subject to a criminal check through the Disclosure and Barring Service (DBS) before the appointment is confirmed. This check will include details of cautions, reprimands or final warnings, as well as convictions. Applicants are encouraged to declare as soon as possible, details of any criminal convictions, cautions or reprimands and final warnings and any other information that may have a bearing on their suitability for the post. Please note that only relevant convictions and other information will be taken into account, so disclosure need not necessarily be a bar to obtaining this position.