ROLE PURPOSE: Operations Manager

Our Vision
We see a world in which no person is needlessly or visually impaired.

Our Purpose
We are determined to deliver Fred Hollows’ vision of preventing blindness and restoring sight.

We work around the world so that no one is left behind, and in Australia we work tirelessly to ensure that Aboriginal and Torres Strait Islander people can always exercise their right to sight and good health.

Our priority is to work with communities to improve their own eye health. We do this through life-changing surgeries and treatments, training doctors and health workers, generating new ideas, and pushing for change at all levels — from local to global.

How we value your contribution:

Remuneration package
We aim to provide an overall remuneration package that is attractive and fair. Our global remuneration framework ensures we align to local pay, employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

13th month payment
As a permanent employee, you will receive a payment equivalent to one month’s salary each year (pro-rata for those working part of the year).

Leave
You will have access to annual leave each year (pro-rated for part-time employees) in line with local regulations. You will also have access to other leave such as personal (sick or carers’) leave, maternity leave, paternity leave and compassionate leave.

Performance & development
Our performance and development framework enables you to work closely with your manager to plan, manage, and review your performance throughout the year. This approach also enables you to discuss development opportunities and areas for growth.

Learning & development
Our approach to learning and development will enable you to have the information, skills and knowledge needed to do your job. We build the capacity of our people and support you with on-the-job experience, coaching and formal learning.

Leadership
Leadership is a key priority for us. We have customized leadership programs for leaders at all levels that are focused on supporting our people to be inspired, empowered and to make an impact in their work so that together we can achieve our vision.

Study support
We are proud that so many of our people are tertiary educated and we are committed to supporting tertiary education that is relevant to your work through our global study assistance program. Relevant applications for study support are considered annually, providing financial assistance and study days.

Recognition
Our recognition program has been designed to recognize and acknowledge our people who live our values of Integrity, Collaboration, Empowerment and Action, in everyday activities. We recognize our people in three ways: Peer-to-peer, manager recognition, as well as length of service.

Flexible work arrangement
You will have access to flexible work arrangements. We encourage a spirit of mutual flexibility, enabling discussions between you and your manager about maintaining work-life balance.

Health & safety
We are committed to supporting your health, safety and wellbeing. If required, you and your family will have access to free external, professional and confidential counselling assistance if you need help with personal, family or employment related matters.

To work in the Foundation you will:
- Be eligible to work in Australia and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions which are identified as working with children.

Role purpose defines the broad accountabilities of the positions, which may change based on organisational need.

Please refer to divisional, team and individual work plans for more specific details.
**Role Purpose**

**Role Title:** Operations Manager  
**Division:** Programs  
**Location:** Ethiopia  
**Date:** March 2021

**Employment type:** Full time, Permanent  
**Reports to:** Head of Finance & Operations  
**Number of direct reports:** 3  
**Leadership Band:** Leads Others

**Purpose of the role:**
Reporting to the Head of Finance & Operations, the Operations Manager is accountable for the successful management of the administrative and operational components of the Fred Hollows Foundation Ethiopia office. The Operations Manager, while underpinned by strong operational experience will operate across many areas such as Administration, Procurement and Logistics, Security, Risk Management, Office Management, Policies and Processes. The Operations Manager is accountable for streamlining The Fred Hollows Foundation Ethiopia (FHFE) workflows serving as the link between various departments, employees and vendors.

**Key Responsibilities:**

**Admin and IT**
- Manage external vendors including IT, office leases, security leases, office maintenance, fleet, and other relevant agencies in Ethiopia.
- Develop policies and standard operating procedures as required.
- Provide induction for new staff on local office requirements including being the liaison to ensure all business operations requirements are fulfilled such as the procurement and set-up of computers and helping them to understand local and global processes and systems.
- Management of calendar of events including official national holidays and making necessary notifications and arrangements.
- Manage the use of organizational and space planning.
- Oversee appropriate allocation, utilisation and safeguarding of The Foundation’s assets.
- Collaborate with managers to devise and implement strategic administrative improvements.
- Oversee facility management and maintenance (office, warehouse and vehicle rentals, office cleaning, vehicle maintenance etc.)
- Oversee the proper development, administration and evaluation of information systems that connect staff within and across teams.
- Manage FHFE’s outsourced IT services in conjunction with FHF Sydney IM ensuring compliance with FHF policy and requirements.
- Manage the IT component of new systems development and upgrades within the FHFE Office.
- Oversee timely renewal of property leases and agreements.
- Prepare and manage FHFE external contracts with different stakeholders.
- Oversee in-country insurance requirements and alignment with global insurance practices.

**Risk Management**
- Support the senior management team to assess and maintain an organisation-wide risk register and prepare quarterly reports (or as required in case of critical emerging risks) for submission to the Head of Finance & Operations.
- Working with the Head of Finance & Operations maintain a continuous risk analysis to identify and manage key compliance risks impacting FHF Ethiopia.
- In collaboration with the senior management team identify key Insurance risks and make recommendations to mitigate.

**Strategic input and coordination**
- Work with different departments to identify and deliver FHFE’s operational indicators and compliance requirements.
- Work collaboratively with all departments as required to identify, plan and implement operational requirements for The Foundation’s activities, ensuring projects meet budget and timeframe requirements, and the strategic objectives of The Foundation are supported.
• Manage the FHFE operating environment, working with team leads to ensure compliance with FHF policies, procedures and relevant in country legislation.
• Follow up on legal cases and arrange relevant documentation for the proceedings in consultation with the senior management.
• Manage the Operations Unit’s budget development, implementation, monitoring and reporting throughout the year.
• With the HR team support, identify and schedule team development and staff engagement initiatives.
• Work together with the HR team to ensure compliance with security procedures as relating to office, travel, and visitors.
• Contribute towards the preparation of country annual work plans.

Leadership & Management
• Role model to a high standard The Foundation’s policies and procedures, values and leadership standards
• Proactively contribute to the development of the divisional strategy.
• Ensure all direct reports have clear performance goals and development plans which enable them to succeed.
• Ensure the effective management of the division’s resources (financial, technical and operational) in order to achieve the Foundations strategic objectives.
• Effectively select, retain and develop talent, experience and skills to help build a strong Foundation.
• Proactively lead a team, to ensure a high standard of employee engagement.

Our Capabilities:

As a member of the Foundation Family you will:
1. Live by the values of The Foundation and support The Foundations culture, performance and brand.
2. Adhere to all The Foundation policies & Procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.

Skills:
• Strong communication skills including fluency in written and spoken English and the ability to write effectively for varied purposes and audiences including presentation, facilitation, and preparation of business letters and reports;
• High sense of integrity, ethics and confidentiality;
• Willingness and ability to take the initiative not only in identifying problems but also in suggesting and implementing agreed solutions.
• Strong analytical skills;
• Effective problem-solving skills;
• High-level interpersonal skills to establish effective working relationships with internal and external partners;
• Highly organized, detail-oriented and active listener;
• Has a global perspective and able to act local – demonstrating positive attitude to skillfully balance global standards and practices with local context;

Essential Experience:
• 8 years and above experience in similar roles.
• At least 5 years’ experience in a leadership position.
• Experience working in a busy INGO or corporate set up.
• Experience in planning and budget development.
• Sound knowledge of current legislation and regulatory requirements relevant to INGOs in Ethiopia.
• Good knowledge of procurement & logistics processes and internal control systems.
• Project management experience.
• People management experience.
• High level computer literacy with sound knowledge of relevant software applications.

Desirable Experience:
• Experience working within the compliance and reporting frameworks outlined by the Ethiopian Agency for Civil Society Organisations (ACSO).
Outstanding organisational and time management skills including the ability to prioritise and multi-task work;

- An excellent team player, positive change manager and result-oriented personality;
- An energetic self-starter with the resilience, pace, interpersonal flexibility and comfort with ambiguity to succeed within the evolving and sometimes demanding contexts;
- Ability to work independently, take initiative, set priorities and support programs;
- An eye for detail and a concern for accuracy, together with the ability to keep sight of the broad picture;

Qualifications:

- BA degree in Management, Business Administration, Business Management or equivalent required.

The position involves:

- This position is recognised as having “Contact with Children” either direct or indirect

Travel: International/Domestic

Additional Responsibility: