# Role Purpose

**Role Title:** Operations Officer  
**Division:** Programs  
**Location:** Ethiopia  
**Date:** July 2023

**Employment type:** Full time Fixed Term  
**Reports to:** Operations Manager  
**Number of direct reports:** Nil  
**Leadership Band:** Leads Self

## Purpose of the role:

The “Operations Officer” is accountable for serving as the link between various departments, employees, and vendors. Responsible for functions in the offices associated with property management including IT, equipment, and logistical support to all employees.

The “Operations Officer” will own the outcomes of:

- Collaborate with managers to devise and implement strategic administrative improvements.
- Coordinate the use and organization of office space.
- Provide administrative support such as preparing correspondence, forms and reports, arranging meetings, composing regular correspondence, processing confidential reports and documents, filing electronic and hard copy, tracking deadlines, and taking down minutes as needed.
- Support the Operations manager in managing outsourced services (IT, cleaning and security contracts).
- Oversee facility management and maintenance (office, warehouse and vehicle rentals, office cleaning, vehicle maintenance etc.)
- Follow up with timely renewal of property leases and agreements.
- Organizing conferences and organization’s events and programs and maintain office schedules and calendars.
- Assist in the preparation of the Admin budgets for review by the Head of Finance & Operations.
- Support inventory of office stationery, office supplies & equipment & update stocks control list.
- Support staff on basic IT requirements to ensure that work is not interrupted.
- Manage requests for office drivers for FHFE staff during field work road trips.
- Maintain and update database for accommodation and vehicle hiring companies in Addis and FHFE program areas.
- Operate office machinery such as computers, photocopiers, and printers; perform light maintenance and troubleshooting.
- Other tasks as requested by your manager.

## Our Capabilities:

As a member of The Foundation Family, you will:

1. Live by the values of The Foundation and support The Foundation’s culture, performance, and brand.
2. Adhere to all The Foundation’s policies and 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.

## Essential Experience:

- 5 years and above experience in similar roles or office management.
- Experience working in a busy NGO or corporate set up.
- Knowledge of computers and relevant software applications.
- Knowledge of customer service principles and practices.

## Desirable Experience:

- Interest in international development and working with multiple countries across time zones and culture, intellectually curious.
- Possess time bound “Key Performance Indicators” for self and team to monitor multiple requisitions.
• Strong analytical skills;
• Effective problem-solving skills;
• Good 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;
• 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:
Minimum of BA degree in Management, Business Administration, Business Management or equivalent required.

Travel: International/Domestic
This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details.

The position involves:
This position is recognised as having “Contact with Children” either direct or indirect

Additional Responsibility:
Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.

To work in The Foundation, you will:
• Be eligible to work in Ethiopia and other regions where you will be based.
• Undergo background check including criminal records and qualifications check.
• Undergo working with children check for positions that are identified as working with children.