

ROLE PURPOSE

Role Title: Operations Manager

Division: Public Affairs

Location: Hong Kong

Date: June 2026

Employment type: Fixed-term contract with flexible work arrangement

Reports to: Deputy Head of Hong Kong and Macau

Number of direct reports: 0

Leadership Band: Leads Others

Purpose of the role:

The Operations Manager is responsible for leading and overseeing office operations and finance administrative functions for The Fred Hollows Foundation (Hong Kong), ensuring efficient, compliant, and well-managed day-to-day operations. The role plays a key part in enabling effective implementation of The Foundation's strategy and program delivery across Greater China. Working across functions, the position ensures strong operational foundations and continuous process improvement.

The Operations Manager will be accountable for the following areas:

1. Operational Management & Office Administration

- Lead and oversee day-to-day office operations to ensure smooth and efficient functioning.
- Design, implement, and continuously improve standard operating procedures aligned with The Foundation's policies.
- Manage vendors, procurement, facilities, and administrative services in a timely and cost-effective manner.
- Enable effective cross-functional coordination across fundraising, communications, and program teams.
- Work closely with the People & Organisational Development team to ensure effective HR administration processes that support team members.
- Support logistics for planning and governance deadlines, events, and other activities in Hong Kong, supporting the Head of Hong Kong and Macau and the Hong Kong team.

2. Financial Administration & Support

- Process purchase orders and invoices, ensuring accuracy and timely submission.
- Support basic financial administration, including maintaining cashbook records, documentation, and filing.
- Monitor general transactions and flag discrepancies or issues for follow-up.

3. Compliance, Governance & Risk Management

- Ensure adherence to local statutory, audit, and regulatory requirements in Hong Kong.
- Maintain and strengthen internal controls, ensuring proper documentation across operations and finance.
- Coordinate audit processes and governance-related documentation.
- Support risk identification and mitigation actions across operational processes.

Other tasks as requested by your manager.

Our Capabilities:

As a member of The Foundation Family you will:

1. Live by The Foundation's values and support its culture, performance, and brand.
2. Adhere to The Foundation's policies and procedures.
3. Strengthen the health, safety, and well-being of all team members.
4. Lead, collaborate, and contribute effectively in all interactions.



Essential Experience:

- Proven experience in operations management, office administration, or coordination roles, ideally in a structured or multi-stakeholder environment.
- Experience supporting financial processes, such as invoice processing, expense tracking, or basic reconciliation.
- Experience coordinating or supervising junior staff or vendors.
- Familiarity with Hong Kong compliance, audit, or regulatory requirements.

Skills:

- Solid numerical and financial administration skills, including tracking, accuracy, and attention to detail.

Desirable Experience:

- Experience in the NGO or non-profit sector, especially in fundraising-driven organisations.

- Strong organisational and coordination skills, with the ability to manage multiple priorities.
- Strong stakeholder management and communication skills.
- Demonstrated ability to supervise, guide, or support others.
- Ability to work independently while supporting senior leadership.
- Proficiency in Excel and familiarity with financial systems.

- Experience working in small or lean teams with broad responsibilities.
- Experience improving operational systems, processes, or service delivery efficiency.

Qualifications:

Bachelor's degree in a relevant field

Travel:

Domestic only

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
This position does involve "Working 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 Hong Kong and any other regions where you will be based.
- Undergo background checks, including criminal record and qualification checks.
- Undergo a working with children check for positions identified as working with children.