



Advertisement:

# Senior Operations Manager, HQ

Full-time, Based in London, UK

May 2017



R-ID-047

**Senior Operations Manager Terms of Reference, 2017****Full-Time. Based in London with up to 50% travel.****Who we are:**

Integrity sets the international standard for ethically delivered, expert services in challenging, complex and fragile environments. We work to assist our clients in the international community and the global private sector to transform conflict and build stability, accountability and prosperity. We aim to help our clients succeed in fragile and challenging environments while building trust and giving a voice to local people.

We deliver five key services: programme management and implementation / programme design, monitoring and evaluation / stakeholder engagement / capacity development / research and analysis.

Our services are underpinned by the principles on which the company was founded: an expert understanding of local context, ethical procurement and contracting, and a commitment to high quality work. Through our project delivery we fulfil our mission to build local skills and capacity by investing in sustained and equitable relationships with local partners.

Integrity employs a multinational team of project managers and implementers, thematic and regional experts, researchers, evaluators and analysts with years of experience delivering complex programmes in fragile geographies across Africa, Asia and the Middle East.

Further information about Integrity can be found at [www.integrityglobal.com](http://www.integrityglobal.com).

**Scope of work:**

Senior Operations Manager is a London-based senior manager position in the Directorate of Operations, reporting to the Director Operations and supporting the Operations Manager HQ. The role offers an operations professional a range of responsibilities to ensure the safety, security and preparedness of all Integrity personnel when overseas. The role will provide analysis and advice on security and risk management globally, particularly in the Middle East and Africa, and implement necessary change. Working with in-country operations personnel, the Senior Operations Manager will ensure local operations and procedures are suitable for the local environment and in line with the company's Duty of Care policy, including standard operating procedures, country visitor guides, business continuity plans, health and safety training, and incident management.

**Terms of Reference:****A. Overseas Risk and Security (40%)**

- Manage project risk overseas, in coordination with Operations Manager HQ
- Monitor, analyse, report and recommend on security risks in all relevant Integrity geographies
- Advise and work with Ops staff to develop, implement and/or maintain company security procedures, including country SOPs, visitor guides and movement plans
- Ensure contingency, evacuation and hibernation plans are in place and suitably resourced logistically
- Conduct security assessments of company infrastructure locations, with recommendations
- Design and conduct routine overseas safety and security awareness training.

**B. Duty of Care (30%)**

- Support Director Operations and Operations Manager HQ in Duty of Care policy, management and implementation
- Provide Quality Assurance on the adherence to Duty of Care policy overseas, and conduct remedial training as required
- Provide bespoke security advice to staff and consultants traveling overseas, with specific focus on new geographies or geographies where there is no in-country presence
- Lead on enabling suitable psychological and welfare support for the team
- Ensure all contracted and deployed personnel understand the DoC, insurance, emergency procedures
- Assist Operations Manager HQ with proposal development on Duty of Care and Risk Management
- Identify and manage HEAT and First Aid training, budget, and service providers suitable for Integrity geographies.

**C. Incident Management (20%)**

- Lead on maintaining the Incident Management protocols and procedures
- Deploy at short-notice as HQ Ops Incident Management forward liaison and advisor
- Lead on post-incident lesson learning processes
- Lead on designing and implementing company incident management simulation training
- Provide 24/7 Duty phone coverage on rotation with the HQ Operations Team.

**D. Operational Compliance (10%)**

- Manage the compliance screening processes for all Integrity personnel pre-contracting
- Operationalise company compliance policy and implement supporting processes and systems
- Ensure team awareness and compliance with company policies, including the Code of Conduct and professional ethics policies.

**Education and Experience:**

The candidate will have:

- Education at higher level, preferably with Masters in Risk Management, International Relations or International Development
- 7+ years Security Management and/ or Operational Planning with logistics experience, particularly in the Middle East, Africa and Asia
- NGO, military, government, UN or security consultancy experience
- Operational experience of risk and crisis management
- Experience of operating in fragile environments
- Line Management experience, including remote management.

**Competencies:**

- Able to operate calmly under pressure and in challenging physical environments
- A considered, methodical and intelligent approach to problem-solving
- An ability to communicate at the intellectual level, understand complexity and complex situations and comfortable with ambiguity and nuance
- Strong leadership with a diplomatic and personable approach to developing and managing relationships
- Clear sense of integrity and respect for others and empathy for cultural diversity, challenges and environments
- The vision, aptitude and energy to grow the role and the organisation, building opportunities for personal and corporate learning.
- Work effectively alone and as part of a team to a common goal or outcome.

**Languages:**

- Written and oral fluency in English essential to native standard
- Other relevant and desirable languages are Arabic, French and Swahili.

**How to apply:**

If you are interested in applying for this position, please complete the application form at [www.integrityglobal.com/apply](http://www.integrityglobal.com/apply) and attach a CV and Cover Letter at the bottom of your application.

Closing date for applications: **31 May 17**

*Please be advised that only shortlisted applicants will be contacted.*

*Occasionally due to business requirements and campaign responses, the position might be filled prior to the deadline.*

**Candidates must have the right to work in the UK.**

*Integrity is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. We will respect your confidentiality and abide by UK data protection laws.*



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