



JOB ADVERTISEMENT

OPERATIONS OFFICER

Full-time staff position, based in London, UK.

August 2020



R-ID-122



Introducing Integrity

Integrity is an ethical consultancy and service provider working in challenging and complex environments around the globe.

We help our clients succeed in fragile and challenging environments while building trust and understanding as the basis for transformative change.

We work across all phases of the programme and project cycle, delivering ten complementary services: research, evidence and analysis / monitoring, evaluation and learning / data and knowledge management / programme and project management / grant and fund management / risk management / technical assistance / capability and capacity development / stakeholder engagement / communications. Our services are underpinned by the principles on which we were founded, a commitment to providing reliable information and evidence, and expert and high-quality delivery.

Headquartered in London and Washington DC, Integrity also has offices in Jordan, Kenya, and Pakistan. Our multi-national team of over 50 specialists deliver a diverse and global portfolio of projects for a range of government clients and international institutions including DFID, USAID, the FCO, US State Department and the World Bank.

We are guided by an organisational vision, mission and commitment.

Vision: Integrity sets the international standard for ethically delivered, expert services in conflict, post-conflict, and fragile contexts. We transform conflict and build stability, accountability, and prosperity.

Mission: We help clients and communities to build trust and understanding as the basis for transformative change. We do not advocate: we listen, comprehend, and recommend.

Commitment: We uphold the highest ethical standards in our service delivery, our employment of staff and our interaction with people. This ensures not only that our clients receive the best possible service but that we benefit the individuals and communities amongst whom we work.

Further information about Integrity can be found at www.integrityglobal.com.

Scope of Work

The Operations Officer (OO) will be dedicated to supporting specific projects and programmes, providing operational planning, logistics and administrative support to all aspects of the project cycle (identification, proposal development, teaming, implementation and close-down) including editing and drafting of deliverables. The OO will also contribute to internal business projects and activities within the Operations Team. The OO will provide incident management and duty of care support to our project teams, including duty officer coverage on the emergency 24/7 duty phone. Training will be provided. The role will be managed by the Senior Operations Manager, based in the London office.

Terms of Reference

A. Project Delivery Support (90% LoE)

The Operations Officer will work principally to ensure the smooth running of Integrity's global evaluation of the UK's Conflict, Stability and Security Fund's (CSSF) programming, by providing support to all aspects of delivery. Tasks may include:

Project Management Support

- **Risk Management:** Actively supporting risk management, with a particular focus on operational risk and Duty of Care, including identification and logging of risks according to company standard operating procedures. Maintain a relevant contextual understanding of projects. Support Due Diligence, vetting procedures and information management.
- **Financial Management:** Support the financial administration of projects, including: managing invoicing processes, expenses reconciliation and budget management and reporting; Prepare and update staff and consultants timesheets for the monthly submission; Ensure timely receipt of all timesheets and process onto project system; Ensure timely receipt of all consultant invoices on the final working day of each month; prepare consultant invoices and timesheets for the Project Manager to review and the Finance Manager to process; prepare client invoices and receipt reports.

Project Delivery

- **Written Deliverables:** Contributing to report drafting, editing and formatting. Research support on specific projects.
- **Meetings and Events:** Supporting scheduling and logistical arrangements for engagement and major events with project stakeholders, across the projects' countries of operation.
- **Knowledge Management:** Ensure efficient and accurate management of project knowledge and information: Maintain project-specific and company-focused digital knowledge management platforms with updated information on consultant contracts and service agreements; Maintain the project knowledge management spaces, ensuring consistent application of the file naming convention, that files are stored in the correct location; Coordinate with the IT officer to ensure up to date access rights for team members, maintaining compliance with our information security protocol.

Team Delivery

- **Consultant Management and Consortium Administration:** Prepare and issue consultants contracts with direction from the Project Manager (PM), Senior STTA Manager; Prepare and issue service agreements for consortium partners with support from the PM/PC; Manage consultant contracts, track delivery time and collate timesheets across projects. Liaise with consultants and clients to prepare and process timesheets and invoices.
- **Travel Support:** Ensuring the smooth deployment of staff, consultants and resources through the procurement of flights, visas, letters of entry, consultant deployment checklists, and movement of funds.
- **Duty of Care:** Provision of operational and duty of care support to deployed project teams, including deployment, check-ins, and recovery management.

B. Operational Support (10% LoE)

Support the Operations Team's functions and activities, including Data & Knowledge Management, security and risk management, operational support and Team support:

- Supporting the design, testing and implementation of internal projects such as new systems, processes and tools.
- Participate in the development and delivery of Team and company strategy.
- Provide duty coverage on the 24/7 Duty Phone rota list. Be on call to receive, answer and escalate emergency calls according to a duty phone protocol.
- Support routine office management, procurement and administration tasks in the London office, as well as supporting larger infrastructure tasks such as office relocations and establishing new company offices where necessary.
- Inputting on project proposals as required, including liaison with consortium partners, background research, proposal risk matrices, drafting and budget design.
- Assisting the Business Development team with consultant selection, interviewing and relationship management.
- 5 working days dedicated to professional development activities (e.g. receiving and delivering training, attending relevant events, achieving relevant qualifications and certifications).

Your Experience and Expertise

You will have:

- A relevant Bachelor's degree.
- At least 2 years of relevant work experience
- Experience supporting project management processes, such as financial administration, work-planning and team contracting.
- Microsoft Office software experience
- Basic understanding of how to use excel, e.g. use of pivot tables
- Experience using digital project management platforms (such as Podio) is desirable.
- Experience of working on two or more of the following thematic areas is desirable: conflict prevention and peacebuilding, security sector reform, governance and public sector reform, stabilisation, migration, serious and organised crime, gender equality.

Languages:

- Written and oral fluency in English (native standard) essential
- Written and oral fluency in French or Arabic desirable

Core Competencies

You should also demonstrate the following core competencies:

- Ability to take personal responsibility for the quality and timeliness of work and will achieve results with minimum supervision.
- Adaptable to changing business needs, conditions and work responsibilities.
- Ability to earn others' trust and respect through honesty and professionalism.
- Demonstrated ability to build constructive working relationships characterised by a high level of acceptance, maturity, cooperation and mutual respect.
- A strong team player with demonstrated ability to promote cooperation and commitment within a team to achieve goals and deliverables.
- Demonstrated ability to work under pressure and to tight deadlines.
- Professional accuracy with strong attention to detail.
- Excellent verbal and written communication skills.
- Research skills.

As well as the following:

Level 1: Team competencies

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| <ul style="list-style-type: none"> • Ethics • Leadership • Planning and Organizing • Development and Continual Learning • Results Focus and Initiative | <ul style="list-style-type: none"> • Teamwork • Customer Orientation • Communication • Managing Change |
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How to Apply

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

The closing date for applications is **30 September 2020**. However, we will review candidates on a rolling basis and the vacancy may be filled before this deadline. **We encourage early applications.** Please be advised that only shortlisted applicants will be contacted.

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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COMPREHEND
RECOMMEND**