



JOB ADVERTISEMENT

OPERATIONS LEAD

Full-time staff position based in Amman, Jordan.

November 2021



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 eleven complementary services: monitoring, evaluation and learning / data and knowledge management / research, evidence and analysis / advisory / project management / communications / risk management / technical assistance / capability and capacity development / stakeholder engagement / grant and fund management. 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 60 deliver multi-year projects, programmes and consulting assignments to a wide range of government clients, international organisations, foundations and private sector clients.

Vision: Integrity sets the international standard for ethically delivered, expert services in complex and challenging contexts. Our work helps create stability, accountability and prosperity.

Mission: Based on evidence and learning, 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: Integrity upholds the highest ethical standards in our service delivery, our employment of staff and our interaction with people. Through adherence to our core values, we ensure 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 Lead is an Amman-based manager position within our Operations Team, providing Operational leadership on key projects and reporting to the Senior Operation Manager. The Operations Lead will support the delivery of Integrity's portfolio of projects, oversee the provision of Duty of Care and Risk Management support to project delivery, help build relationships with external stakeholders and provide and facilitate team management. The Operations Lead may also provide advice during proposal writing and project design to ensure effective risk management and context appropriate delivery plans. The Operations Lead will manage a Project Management Officer (PMO) and may manage other officer level operations team members.

Terms of Reference

A. Programme Management (50%)

- Support Integrity to deliver its portfolio of projects and relationships on time and to high standards and in keeping with Integrity's ethics and ethos.
- Ensure project deliverables are completed in budget, on time, and to Integrity's quality standards.
- Manage and coordinate internal and external project teams.
- Plan and manage workflow, including internal resource requests.
- Perform monthly monitoring of progress against the key performance indicators and programme milestones and advise the Team Leader on progress and delays in progress.

B. Operational Support, Risk and Security Management (30%)

- Provide oversight of operational and logistical support to project delivery, including travel, accommodation and events plans (managed by PMO).
- Support the management of project risk by coordinating the monitoring of operational geographies, analysis of risk and designing, implementing and maintaining of project security procedures and systems.
- Ensure contingency, evacuation and hibernation plans are in place and suitably resourced for projects and company infrastructure.
- Build and maintain relationships with specialist security providers and coordinate contracting when additional support is required.
- Ensure all contracted and deployed personnel understand the Duty of Care, insurance, emergency procedures.

C. Team and Line Management (10%)

- Provide line management to PMO and potentially to other Officers based in region.
- In conjunction with HR, support the induction process for all new project staff and consultants.
- Ensure the Project Office is suitably equipped and managed to maintain a safe, professional and positive working environment.
- Support Business Continuity planning, implementation and reviews.

D. Technical Support (10%)

- Support the Team Leader and the technical team in building relationships with key accounts.
- Identify and engaging relevant implementing partners; support the development and develop and implementation of communication and research uptake strategies.
- Contribute to build capacity building of partners, supporting partners' performance management; supporting evaluations and/ or research.
- Contribute and sometimes lead the articulation, development and roll-out of approaches and methodologies, in line with project strategy.

Your Experience and Expertise

You will have:

- 5+ years Operational and / or Project Management experience particularly in the Middle East.
- Operational experience of Risk and Crisis Management and operating in fragile environments.
- Line Management experience, including remote management.
- Programme management experience, particularly in relation to donor funded programmes in Middle East.
- Experience managing and coordinating teams of staff and consultants.
- Experience working with international donors including FCDO.
- Understanding of research and evidence use and uptake in policy and programme design and delivery, is an asset.
- Higher level qualification, International Relations, International Development or other relevant fields desirable.

Languages:

- Written and oral fluency in English and Arabic essential to native standard.

Core Competencies

You should also demonstrate the following core competencies:

Level 1: Team competencies	Level 2-4: Management competencies
<ul style="list-style-type: none"> • Ethics • Leadership • Planning and Organising • Development and Continual Learning • Results Focus and Initiative • Teamwork • Customer Orientation • Communication • Managing Change 	<ul style="list-style-type: none"> • Analytical and Flexible Thinking • Achievement Focus • Managing Resources • Teamwork and Team Leadership • Customer Orientation • Influencing • Organisational Knowledge • Organisational Alignment • Strategic Thinking • Accountability • Developing Talent

The Operations Lead should also demonstrate the following:

- The ability 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 be 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.
- Demonstrable technical skills in risk management, logistics, IT, finance and admin.

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 **14th December 2021**. 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 Jordan.

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.