



**JOB ADVERTISEMENT**

# **MANAGER, OPERATIONS**

Full-time staff position based in the UK.

**January 2023**



*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](http://www.integrityglobal.com).

## Scope of Work

The role is a UK-based manager position within our Operations team, reporting to Senior Manager, Operations. The Manager, Operations is primarily responsible for project management of key projects, provision of day-to-day operational support to the business, and supports information security compliance efforts at both the company and project levels. The position contributes to application of effective risk management efforts at the project level, and may from time to time be involved with proposal writing.

The Manager, Operations is responsible for the line management of company Operations Officers. The role will also assist the Senior Manager, Operations to roll out new and refine existing systems and processes to ensure Integrity remains sector leading in remote management and operating in complex environments.

## Terms of Reference

### A. Project Management – Service Delivery (60%)

The Manager will support Integrity to deliver its portfolio of projects on time and to high quality standards. You will:

- Ensure projects are delivered on time and budget, to high levels of quality and in keeping with Integrity's values, systems and processes.
- Support the management and oversight of team delivery and work planning.
- Manage project risks and track the progress of their mitigations.
- Effectively, empathetically and diligently manage relationships with team members, clients, consortium partners and stakeholders more broadly.
- Line manage and support the career development of at least two Operations Officers assigned to shared projects.
- Contribute to bids and other business opportunities, through operations and risk management inputs and/or advice.
- Assume direct line management responsibilities of project consultants, if required.

### B. Operational Support and Office Management (30%)

The Manager will be integral to the efficient provision of operational support to Integrity's delivery portfolio, providing security and travel advice, supporting deployment logistics, and the management of new and existing Integrity offices. You will:

- Ensure that Integrity's internal systems, policies and procedures meet company business and project delivery needs.
- Support the Senior Manager, Operations in maintaining systems and processes that meet duty of care obligations to personnel globally. This may include the roll out of new initiatives, including training.
- Coordinate provision of bespoke security and travel advice to staff and consultants travelling internationally, with a specific focus on new geographies or geographies where there is no in-country presence.
- Ensure all contracted and deployed personnel understand the company's duty of care requirements, obligations, insurance coverage and emergency procedures.
- Provide operational and administrative support to the Crisis Management Team in training and emergency response when required.
- Provide operational leadership and coordination for company events, fora and meetings as required.
- Responsible for monitoring and maintaining high Health & Safety standards, comfort, and serviceability of all Integrity offices, in close liaison with Heads of Offices.
- Lead on the operational aspects of office setup for future Integrity offices.
- Travel internationally as required, in support of operational setup of Integrity project offices, or similar.

### **C. Data and Knowledge Management Support (10%)**

The Manager will provide lean-in support to core Data and Knowledge Management (DKM) compliance and security processes for all projects they are assigned to support. You will:

- Ensure compliance with company information security policies and project-specific information security requirements (including compliant devices).
- Induct new personnel to assigned projects on information security policies, processes and ways of working.
- Where relevant, maintain up-to-date records on assigned project DKM assets (hardware, software). For example, maintaining an inventory of client-issued laptops in coordination with the DKM team.
- Provide surge capacity for assigned projects for DKM procurement, training and record-keeping.

## **Your Experience and Expertise**

The ideal candidate will have:

- 3+ years of project management and/or office administration experience, particularly gained from an organisation(s) with an international profile.
- Experience of providing operations and/or risk management advice to clients and/or internal stakeholders is preferred, though not essential.
- Experience working in a matrix organisation.
- A higher level qualification in International Relations, International Development, Risk Management or other relevant field.
- Remote management experience of consultants or staff. Experience of working cross-culturally.
- Line management experience, and experience of supporting staff recruitments is desirable, though not essential.

## **Languages**

- Written and oral fluency in English, with the ability to write clear and compelling narrative.
- Other relevant and desirable languages are Arabic, French, Spanish, Urdu and Swahili.

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

The Manager should also demonstrate the following:

- The ability to operate calmly under pressure in a fast-paced working environment.
- A considered, methodical and solutions-focused approach to problem solving.
- An ability to communicate with confidence, 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 administration.

## Hybrid Working

Integrity is a hybrid work employer offering a flexible working model that supports a blend of in-office and working from home time. Each office has its own flexible working model to meet local needs and demands.

## 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, explaining why you are suitable for and want the role. **Applications submitted without a cover letter will not be considered.**

The closing date for applications is **19<sup>th</sup> February 2023**. 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.**

*Because of the nature of some of Integrity's work, candidates may need to go through Security Clearance and be able to demonstrate that they have been resident in the UK for a minimum of two out of the last five years.*

*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.*