



JOB ADVERTISEMENT

OFFICER, OPERATIONS

Full-time staff position based in London, Nairobi or Amman.

November 2023



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 80 deliver multi-year projects, programmes and consulting assignments to a wide range of government clients, international organisations, foundations and private sector clients.

VISION: To set the international standard for ethically delivered expert services in complex and challenging contexts.

MISSION: We use evidence and learning to provide trusted advice and enable change for a sustainable future.

VALUES:

- **Courage:** We work on many of the world's most complex problems. We stand against violence in all its forms. We are unafraid to stand up to illegal or unethical practices.
- **Objectivity:** We challenge conventional thinking. Our recommendations are not based on assumptions or ideology but evidence and learning.
- **Diligence:** We incorporate our best individual and collective intellect through rigour, reflection, and collaboration.
- **Accountability:** We take responsibility for the quality of our work and performance. We hold ourselves to account through clear policy and process, sustained by long-term profitability.
- **Sensitivity:** We understand the impact of our presence and our work, empathise with people's situations, and commit to do no harm.

ETHICS: Integrity upholds the highest ethical standards in our work, our employment of staff and our interaction with people. Through adherence to our core values, we ensure the best possible service, and benefit the communities amongst whom we work.

We commit to building a diverse and inclusive organisation where all feel safe and able to progress, contribute and be heard, regardless of gender, race, disability, age, sexual orientation, religion, marital or parental status.

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

Scope of Work

The Officer, Operations (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, gaining experience across business functions. This role would particularly suit someone with a demonstrated proficiency in MS Excel, and an interest in Data Knowledge Management. The role will be managed by a Manager or Senior Manager based in the same office.

Terms of Reference

A. Project Delivery Support (80%)

The OO will work principally to ensure the smooth running of a range of Integrity's projects, by providing support to all aspects of delivery. The number of projects being supported vary in number, size, technical focus, and geography. Tasks may include:

Project Management Support

- **Project Planning:** Maintaining a detailed overview of all planned and live project work, timelines and milestones. Coordinate plans across large and decentralised teams.
- **Risk Management:** Actively supporting risk management, including identification and logging of risks according to company standard operating procedures. Maintain a relevant contextual understanding of projects. Support due diligence and vetting procedures.
- **Financial Management:** Support the financial administration of projects, including managing invoicing processes, expenses reconciliation and budget management and reporting.

Project Delivery

- **Written Deliverables:** Contributing to report drafting, editing and formatting. Quality assurance of select written deliverables. 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:** Maintaining project-specific and company-focused digital knowledge management platforms (Podio). Maintaining streamlined and well-organised electronic project folders on SharePoint.

Team Delivery

- **Consultant Management:** 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 (20%)

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

- Play a leading role in supporting office management efforts to maintain a pleasant and professional physical working environment.
- 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.
- Support 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

The successful candidate will:

- Have a relevant Bachelor's degree.
- Have 0-2 years' professional experience with an international organisation.
- Possess excellent verbal and written communication skills.
- Have a good working understanding Microsoft Office, with particular skills in Excel. Ability with PowerBi is desirable.
- Understand research approaches and methodologies.
- Take personal responsibility for the quality and timeliness of work and will achieve results with minimum supervision.
- Demonstrate ability to build constructive working relationships characterised by a high level of acceptance, maturity, cooperation and mutual respect.
- Be a strong team player with demonstrated ability to promote cooperation and commitment within a team to achieve goals and deliverables.
- Demonstrate ability to work under pressure and to tight deadlines.
- Maintain professional accuracy with good attention to detail.
- Adapt to changing business needs, conditions and work responsibilities.
- Earn others' trust and respect through honesty and professionalism.

Languages

- Written and oral fluency in English, with the ability to write clear and compelling narrative.
- Depending on the agreed work location, written and oral fluency in Levantine Arabic or Sudanese Arabic, is highly desirable.

Core Competencies

You should also demonstrate the following core competencies:

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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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 and attach a CV and Cover Letter, explaining why you are suitable for and want the role. **Applications submitted without a cover letter AND a CV will not be considered.**

The closing date for applications is **3rd January 2024**. 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.

We will consider candidates who are based in either London, Amman, or Nairobi, or within commutable distance of one of these sites.

Because of the nature of some of Integrity's work candidates, UK based 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. We encourage applications from suitably qualified and eligible candidates, regardless of gender, race, disability, age, sexual orientation, religion, marital or parental status. We will respect your confidentiality and abide by data protection laws.