

Operations Support Manager



Employer: Village Enterprise

Industry: Nonprofit/International Development/Social Entrepreneurship

Function: Administrative support to COO, office management, partnership/project management, technical support and writing internal/external communications

Duration: Two years' commitment with opportunity to extend

Job Location: Kampala

Job Title: Operations Support Manager

Position Type: Full Time

Reports to: Chief Operating Officer

Start Date: January 2018

Travel: This role is unlikely to have significant travel

To apply: <https://villageenterprise.bamboohr.com/jobs/view.php?id=20>

About the Job:

Village Enterprise seeks a dynamic and organized individual to serve as Operations Support Manager for our Kampala location. The Operations Support Manager will play an integral role in coordinating across offices in Kenya, Uganda and the US, as well as interacting with external partners. He/she will have a high level of responsibility for organizational knowledge and systems management, and will work closely with the COO to monitor the progress of important initiatives and core program partnerships. They will be a strong administrator who will work regularly with the US Operations Manager to maintain and update technical systems, maintain policies and procedures, and facilitate effective coordination between teams.

Village Enterprise is looking for individual who takes ownership of both administrative functions and comprehensive knowledge of Village Enterprise's current operations and history. The organization prides itself on supportive, positive management, and the Operations Support Manager is core to this culture within Village Enterprise.

Job Description:

Administration and Technical Support (65%)

- Program Coordination and Calendar Management
 - Coordination/awareness of timing of all major events on the calendar, including summits/conferences, events, workshops, staff travel to US, staff travel to East Africa, and donor vision trips
 - Weekly meetings with COO to review calendar, strategic priorities, and partnership/project management. Responsible for monitoring progress of strategic projects and initiatives
 - Assistance with travel and visa arrangements
- Systems Management
 - Joint administration with US Office Manager of cloud file management system (Box), email (Gmail), donor/partner database (Salesforce), project management software (Wrike), and virtual meeting space (Skype). Administrative activities include regular maintenance of settings & data, documentation of processes, staff training/capacity building, and regular strategic reviews for efficiency

Operations Support Manager



- Office Management
 - Develop and maintain relationships with vendors for sourcing of IT hardware/software, including laptops, tablets, phones, and other relevant software and hardware accessories
 - Manage inventory of IT assets, including set up of new computers and devices with appropriate software and settings
 - Maintain Kampala office supplies and ensure compliance with internal policies and procedures

Partnership and Project Management (35%)

- Research and Partnership Development
 - Research prospective partners and organizations in Kenya and Uganda, enter data and meeting notes into Salesforce
 - Assist COO in proposal development for potential partnerships
 - Conduct due diligence research on partner organizations, review contracts, and communicate relevant information internally to functional teams
 - Monitor & maintain partnership pipeline in Salesforce in conjunction with COO and Country Directors
 - Assist COO and Country Directors in coordinating logistics for partner field visits
- Project Management
 - Work with Finance team to submit payment requests and acknowledgement receipts for funds received to partners
 - Support project managers in tracking progress of projects and submission of external partnership reports
 - Responsible for project knowledge management, including but not limited to document/resource management and tracking, reporting partnership details to internal stakeholders, and continued updates to Project Management Toolkit

Operations Support Manager



Who we are looking for:

We are seeking an exceptional professional with strong organizational and technical skills, as well as proficient writing and communication. This position will provide the individual with an opportunity to work directly with Senior Management and is an ideal role for an early to mid-career professional with aspirations of managing organizations in the future.

The individual should have a Bachelor's degree in a relevant field and at least four years working in the non-profit, social enterprise, and/or non-governmental sector

OR

Master's degree in a relevant field and 2 years of experience in the non-profit, social enterprise, and/or non-governmental sector.

Candidates that meet the following criteria are strongly encouraged to apply:

- Passionate about ending extreme poverty in sub-Saharan Africa
- Excellent organizational skills for individual and group schedule management
- A self-starter who thrives on taking initiative, coordinating and communicating regularly across multiple teams and countries, and thinking critically about processes and procedures
- Experience and comfort in dealing with a diverse group of stakeholders representing government, external partners, and others
- Highly reliable in managing confidential or discretionary information
- Computer literate and proficient in Microsoft Office
- Strong written and oral communication skills
- Fluency in English is a must

Desirable Competencies

- Familiarity and experience with administration of databases/software, including Salesforce, Wrike, and Box
- Advanced computer skills
- Familiarity with USAID reporting requirements

Education

- A Bachelor's degree in a relevant field of study

To Apply

Please apply through our application portal at this link:

<https://villageenterprise.bamboohr.com/jobs/view.php?id=20>. Your cover letter should explain why your experience and background make you the ideal candidate for this position, and should be no more than one page.

Note: Please do not contact Village Enterprise to enquire as to the status of your application. Only shortlisted candidates will be contacted.

Deadline: Applications will be accepted through December 31st, 2017.