

JOB PROFILE

Job Title:	Operations Lead
Place of Work:	Remote – can work in any country where Save The Children has a presence
Grade:	D
Reports to:	Head of Operations
Line management responsibility:	[Leave blank for now unless none]
Budget Responsibility:	N/A
Child Protection Level:	Level 1

Background

The number of children requiring humanitarian assistance is rising as the climate crisis, entrenched conflict, and fragility, forced migration and infectious diseases all lead to an increase in the frequency, duration, and severity of catastrophic events. With needs continuing to grow and rapidly outpacing available resources, humanitarians around the world are once more forced to do more with less. Recognising the changing humanitarian risk landscape, the need to stay relevant, and to step up for greater impact, Save the Children has adopted a bold vision for the future of its humanitarian work and as part of this, there is an important role for SCUK to play in identifying and supporting next-generation collaborative initiatives that will ultimately deliver impact for disaster-affected children and their families.

The Humanitarian Leadership Academy as part of SCUK's humanitarian department provides high-quality humanitarian capacity strengthening for the movement, as well as the wider sector, as part of our shifting the power agenda. The Humanitarian Leadership Academy's mission, as a team within the humanitarian department, is to enable people around the world to prepare for and respond to crises in their own countries, by providing quality learning opportunities. The HLA's approach spans from focused needs-based learning in countries hit by crises to the huge international reach of our learning platform, Kaya. They are a global team that has a full suite of in-house skills to provide and develop the offer; technical and learning experts, platform specialists, a digital and design studio, communications support and more. The HLA enables SCUK to offer **the** most effective and impactful humanitarian capacity strengthening resource for both the Save the Children movement, the wider humanitarian sector and beyond.

Job Purpose

The role will sit within the operations team within the Humanitarian Leadership Academy, which is responsible for ensuring operational excellence and high performance. The operations Lead will support the Head of Operations, and work with the Operations Officer to refresh and redesign HLA's operating Model to align with the new HLA strategy. Due to the broad brief of

the Operations team, this role will take on accountability for the charitable activities, as well as supporting the Head of Operations across the entirety of the operations brief.

The purpose of this role is to enable high levels of operational efficiency with regards to contract and award management, excellent financial management, effective decision making and responsiveness to stakeholder needs. This role will work across all areas of the HLA covering commercial and charitable activities balancing the needs of different funding streams as well as the growing revenue from commercial activities.

Key accountabilities

As line manager overseeing operations officers

- Ensure excellent line management oversight of direct reports and setting appropriate workplans and ensuring support and performance
- Lead Operations delivery of Officer support to staff across the HLA team for completion and resolution of vendor invoice processing, procurement activities, and trading company contracting and financial management.

As Operations Lead

- Oversight and accountability for Operations business as usual:
 - Accountable for the successful delivery and financial and contract management of the HLA, its donor programmes and commercial operations including governance, legal and award management, through overseeing/implementing effective project management approaches.
 - Implement effective processes and systems for financial and operational insight and decision making
 - Lead on the development and/or revision of operational systems, procedures and guidelines for award/contract management in the HLA'S team, ensuring these are fit-for-purpose.
 - Identify needs, and support delivery of capacity strengthening on systems, processes and operational aspects of awards and programme management, including audit readiness, donor compliance and internal SCUK processes and policies.
 - Contribute to supporting strong ways of working across the new team, as well as taking individual responsibility for building an inclusive and supportive team culture.
 - Oversee financial and contractual management in the HLA
 - Manage categorisation of HLA-E deferred income for SCUK audit purposes
 - Oversee the HLA monthly staff salary recharge tracker function
 - Liaise with other SCUK and SCI donor-related and fundraising teams to address complex or systemic issues, provide coordinate messages, and ensure needs and funding gaps are effectively prioritised.
 - Responsible for the risk management of the HLA-C and HLA-E portfolios, ensuring that award risk assessments are completed and periodically reviewed, taking timely actions to mitigate risk when needed.

- Work with SCUK Legal on an ongoing basis to ensure that both new and existing HLA contracting is compliant with SCUK requirements.
- Lead on outstanding HLA hosted entity resolution of issues (e.g. de-registration of overseas HLA centres)
- Contract and award management
 - Ensure HLA robust systems are in place for both HLA-C and HLA-E learning products and services' contracting, income processing, and compliance
 - Lead on the management and monitoring of contracts throughout the project cycle, ensuring at all stages that the control framework of the funding is consistent with the situation, and that necessary risks are taken knowingly with appropriate mitigating actions.
 - Work closely with colleagues from across the HLA team to support in identifying and developing high quality donor proposals and service contracts
 - Provide advice on donor compliance, provide support or lead on donor relations strategies, leveraging on funding opportunities, strengthening movement-wide awareness on donors' expectations etc. as required.
 - Monitor key controls to support effective management of the funding portfolio and compliance with the donor requirements.
- Financial Management
 - Work closely with the HLA Finance Business Partner across donor financial reporting, HLA-E income and expenditure, and year-end processes.
 - HLA lead for both internal and external audits.
 - Support the Head of Operations during the quarterly HLA (re)forecasting process.
 - Build capacity of all HLA's staff in audit readiness and donor compliance, including procurement.
 - Working with SCUK Internal Audit, periodically run award/contract reviews to ensure that audit documentation is being adequately maintained and that all awards/contracts are compliant in case of audit.

Person Profile

Competencies

- **Delivering results.** *Takes personal responsibility and holds others accountable for delivering our ambitious goals for children, continually improving own performance or that of the team/organisation.*
- **Problem solving and decision making.** *Takes effective, considered and timely decisions by gathering and evaluating relevant information from within or outside the organisation.*
- **Leading and inspiring others.** *Demonstrates leadership in all our work, embodies our values, and articulates a compelling vision to inspire others to achieve our goals for children.*

- **Applying technical and professional expertise** – Applies the required technical expertise to the highest standards; promotes and shares best practice within and outside the organisation.
- **Communicate with impact.** *Communicates clearly and confidently with others to engage and influence; promotes dialogue and ensures timely and appropriate messages, building confidence and trust.*

Person Specification

The ideal candidate will be able to demonstrate leadership in supporting operations' strategic planning to update our current operating model. Accordingly, the candidate must be able to manage a high number of competing priorities for high priority, time critical operations activities, whilst keeping perspective of how we may achieve higher efficiency and effectiveness across our financial and operational processes and systems. Thus, the candidate must be able to apply at a strategic level ongoing lessons learnt from this role, for the greater purpose of improving HLA operational excellence.

Essential Criteria:

- Experience and knowledge of working with institutional and corporate donors.
- Strong understanding of award (grant/contract) management including but not limited to institutional donors.
- Project coordination skills gained through managing complex cross-organisational projects with multiple stakeholders.
- Strong project management experience and skills, with a knowledge of governance tools and techniques.
- Excellent understanding of audit readiness and experience of the audit process.
- Understanding of humanitarian programming and core principles, humanitarian quality frameworks (e.g. Sphere, CHS), and current humanitarian issues
- Knowledge of project design and management, including logical frameworks, M&E concepts and budget monitoring
- Good understanding of financial plans, budgets and reporting including construction and monitoring of budgets.
- Strong team skills, with the ability to develop and maintain effective working relationships and collaborate both within and outside the team.
- A high degree of flexibility and adaptability to respond to changing needs and priorities
- Strong problem-solving skills.
- Excellent organisation and administration skills with the ability to plan and prioritise work for self and others.
- Strong analytical skills with the ability to identify key points from complex material or information.
- Assertive, with the ability to work on own initiative with little supervision.