



OPERATION MANAGER

JOB DESCRIPTION

I. Purpose for the Job

The Operation Manager is responsible for effective operational guidance and coordination in the areas of general administration, financial and logistic activities, human resource and procurement. He/she will apply technical skills and thorough knowledge of organizational goals, rules, regulations, policies and procedures to complete the tasks.

This role will be under the direct supervision of Country Representative and will be responsible for providing support to the supervisors and colleagues at Care for Children Vietnam and Global team. Travel to project sites is required.

II. Key areas of accountability

Summary of key functions/accountabilities:

1. Administration

Ensure provision of efficient and effective administration system:

- Execute and follow up with all administration procedures with government and any other stakeholders.
- Management of administrative supplies and office equipment, updating inventory of items.
- Undertake administrative support and office services including space management, equipment, conference and travel arrangements, document reproduction, mail and delivery services, local procurement and bill payments of utilities.

2. Financial resource management

Ensure effective and accurate financial resources management and supervision of financial processes:

- Support to establish and maintain adequate financial management system and financial policies for the project.
- Prepares and monitors the office budget with budget planning and analysing, in close coordination with the Country Representative in compliance with operational systems and procedures.
- Manage bank, petty cash and on hand accounts transactions and operations in accordance with Care for Children financial regulations and rules, policies, procedures and local banking practices.
- Prepare and consolidate monthly, quarterly, and annual financial reports to ensure accuracy and to provide regular feedback to line manager.

3. Human Resource

Ensure strategic human resource management and support the HR functions as follows:

- Ensure effective implementation of Care for Children's HR strategies and policies.
- Monitor and tracking of all information related to positions, HR data, benefits, earnings/deduction and provide timely updates to all team members.
- Ensure team members' benefits and entitlement and promoting the well-being of all team members, contributing to effective and healthy working environment at Care for Children.

4. Program support

Provide effective support for the implementation of project activities including but not limited to:

- Liaises with focal points efficiently and updates all information/documentation and disseminates quickly to relevant stakeholders.
- Coordinate all logistical requirements, accommodation, official transport where applicable, travel itineraries, invitations, liaising/bookings of venues.
- Act as back up for other team members on administrative/programmatic functions in the office.

5. Data maintenance

Liaising with project partners and team members to collect project data for the purposes of monitoring, evaluation and learning.

- Work closely with project team members to ensure that monitoring and evaluation of project financial activities in the field is conducted and that outputs and impact are captured and recorded in an accurate and timely manner.
- Assist the project reviews and evaluations.

6. Adhoc

Perform any other duties and responsibilities as delegated by Country Representative and supervisors.

III. Key deliverables and performance indicators

1. High quality administration system and efficient logistical services
2. High quality and cost-effective financial system
3. Effective HR practice
4. Well-functioning event coordination process
5. Accurate and up-to-date data system
6. Smooth project operation

IV. Impact of Results

The ability of the Operation Manager to effectively manage and execute administrative tasks, financial transactions and services directly impact on meeting organizational/staff needs and program delivery of goals and objectives.

This in turn contributes to maintaining/enhancing the credibility of Care for Children as an effective and responsible manager of resources entrusted to the organization and to furthering Care for Children's image as a competent organization for delivering cost effective and sustainable program results.

V. Competencies, experiences and skills, and behaviours

Core Values

- Integrity
- Respect
- Compassion
- Accountability
- Trust
- Sympathy
- Open minded
- Teamwork

Required skills and Experience

- Bachelor degree or postgraduate degree in Business Administration, Public Administration, Finance, Economics or related field;
- At least 5 years of working experience in the developmental sector and at least five relevant experiences with donor funded project.
- Demonstrate knowledge of working with I/NGO and government environment.
- Set ambition to deliver high quality work.
- Ability to juggle multiple tasks, high level of attention to detail and effective under deadlines.
- Demonstrates abilities to anticipate issues and proposes solutions with sound judgements.
- Excellent verbal and written communication and interpersonal skills.

Core competencies

- Effective communication
- Think and acts strategically.
- Drives to achieve impactful results.
- Manage ambiguity and complexity
- Fluency in English and excellent oral and written skills.

Functional Competencies

- Analyzing
- Applying advanced technical expertise in admin and finance
- Planning and organizing.
- Following instructions and procedures

Collaboration

- Builds and maintain effective relationships, with team members, colleagues, managers and external partners and supporters.
- Approachable, good listener, easy to talk to.
- Well-organized, effective support for multiple individuals, and adaptable to changing priorities.

VI. Line management and communication

- Direct and first line manager is Country Representative in which Operation Manager will discuss, propose or report all work-related matters to the Country Representative before finalizing decisions.
- Final decisions regarding finance and budget needs to be discussed with official written approval from Country Representative and/or supervisor.