

Operations Manager Terms of Reference

ROLE: Operations' Manager

REPORTS TO: Managing Director

LOCATION: Canada Water, London, UK

WHO WE ARE:

OTHER SOLUTIONS is a young, dynamic, and dedicated risk management and consultancy company supporting the Aid Sector, Human right and wildlife defenders. Based in London, it has for the past decade helped international, national and local organisations by taking a human, context-based and program-driven centred approach to security.

We provide four types of risk management services: operational support / training / analysis / crisis management. A fast-growing small business made of a Team of permanent staff and a large pool of national and international consultants, OSC ensures that its corporate (20%) and non-profit (80%) clients understand their operational threats and reduce their vulnerability in high-risk areas, mainly Western, Central and Eastern Africa, the Middle East and North Africa, and increasingly Western Europe.

We are searching for a driven, enthusiastic, and organised individual with managerial and field experience to join our dynamic London Team and oversee our operations worldwide. The perfect candidate will be a Team player, very efficient and confident in multi-tasking and problem solving, handling a wild variety of tasks with a positive attitude, and fluent in English and French (essential).

The position requires to travel to projet location, up to 30% of the time.

This full-time position is available immediately.

YOUR RESPONSIBILITIES

1/ Team & Mission Management - 70 %

The OM supervises and supports overseas consultants tasked to deliver the content of contracts. S/he develops an operational budget in close coordination with the office team and is responsible for budget tracks and limits. S/he establishes and leads quality communication with the client and ensures that the scope of the consultancy is understood and respected. S/he ensures that the consultant(s) have all necessary means to undertake their mission and coordinates with the Admin Team on administrative, financial and contractual aspects (travels, insurance, points of contact, etc.). S/he reads and corrects all produced material against the original scope before sending it to the client, and takes responsibility for the timely delivery, follow-up and contract closure. If needed, s/he assesses and monitors the quality of assignments in the field. At term, the OM will be in charge of the London Head Office team, as well as selecting the right consultant(s) for all assignments, based on the location, the client, and the desired outcomes. For these reasons, the OM must have great communication and mediator skills, in order to develop strong relationship with our employees and consultants.

As part of its related tasks, the Operation Manager ensures quality of the services delivered to the clients. This also includes ensuring the quality of our operations at both levels, our staff and consultants as well as our products. Pedagogical reviews are carried out regularly and

3/ Searching & responding to bids/tenders – 10 %

Based on the existing company's information and expertise, the Operations Manager seeks and respond to public bids, which typically include security training, security & safety assessments, conflict & context analyses, and development of security & safety plans. The OM keeps her/himself informed on all available opportunities from various corporate and non-profit market sources, appraised of current market trends, profiles and follows the competition, understands client-specific formats, and improves the quality of OSC offers based on available feedbacks. S/he makes the bid/no-bid decision with the Director based on the profit margin, the opportunity to develop qualifications, the chance to access a new or exciting market, and any other relevant variables s/he will structure and operationalize. S/he develops the budget with the DAF and anticipates the profit margins. S/he ensures that the bid package is delivered on schedule, contains every required documentation, and answers all elements of the bid.

4/ Business development – 10 %

S/he must be keeping an eye out for new opportunities and potential new markets, not afraid to look into new trends/needs in order to diversify the company activity and increase its turnover.

The OM must be a problem solver, offering solutions whenever and wherever needed, keeping a calm and organized attitude in order to achieve the company's goals.

The OM must support the Managing Director in developing new trainings, pedagogical tools, and offer adequate solutions to best achieve the goals set out by the Director.

He must provide market analysis when required, in order for the managing Director to take advised decision on the company's objectives and goals.

5) Other tasks – up to 10 %

OSC is not only a small business that sometimes need pooling the efforts of everyone onto a specific overconsuming task; but also, deals with security matters that are by nature prone to crises. While the structuration of the company aims at limiting the effect of such crises, usual terms of reference can become obsolete in occasional watersheds. The OM is expected to respond to such exceptions with maximum flexibility and good-naturedness.

Profile

- French and English fluent; any other languages would be a plus.
- Managerial experience, dealing with multicultural teams.
- Excellent writing skills; excellent verbal and written communication.
- 5 years of professional experience at an operational level, in the security industry.
- Strong understanding of business functions, compliance and risk management.
- Relevant professional experience in the developing world is a big plus.
- Experience and certification as a trainer are a plus.
- Experience in developing security-related technical tools, guidelines and systems.
- Self-driven, fast-learner, capable of taking decisions and assuming responsibilities.
- Demonstrated ability to deal with restricted and sensitive information.
- Knowledgeable/interested in international relations and international crises.
- Flexibility working days and hours is necessary.

- “Elegance under pressure” (a.k.a. “grace”) and sense of humor is a big, big plus in a small team.

Compensation Package and Benefits

- The salary for this role ranges from £50,000-60,000 depending on the level of experience.
- Enhanced starting annual leave allowance of 28 Days (Bank Holidays included).
- Other leave benefits.
- Personal development plans possible.
- Employer pension contributions.

Recruitment process

- Please send your CV and cover letter to recruitment@othersolutions.net with the title “Operations Manager” in the subject line
- Only those who have been shortlisted will be contacted.
- Please note that we can only accept applications from individuals who have the right to work in the UK.