

Operations Manager Job description

ROLE: Operations Manager
 REPORTS TO: Managing Director
 LOCATION: Canada Water, London, UK

WHO WE ARE:

OTHER SOLUTIONS is a 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.

Send your application to recruitment@othersolutions.net

JOB DESCRIPTION:

Qualification Requirements	<p>Right to work in UK.</p> <p>Work experience:</p> <ul style="list-style-type: none"> - Professional experience at an operational level in the field of security or risk management - Professional experience in the aid and development sector <p>Skills:</p> <ul style="list-style-type: none"> - Proactive attitude, team player and positive - Curious and diplomat - Strong understanding of business functions, compliance and risk management - Managerial experience and animation of networks - Dealing with multicultural teams and high adaptability - Ability to juggle several tasks, projects and schedules at once - Excellent writing skills; excellent verbal and written communication <p>Personal qualities and attributes:</p> <ul style="list-style-type: none"> - Interest in security issues and international crises - Self-driven, fast-learner, capable of taking decisions - Source of proposal, resistance to stress and reactivity
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	<ul style="list-style-type: none"> - Deal with restricted and sensitive information Tools: <ul style="list-style-type: none"> - Advanced knowledge and skills with productivity tools: Excel, Word, PowerPoint - Knowledge of communication and collaborative tools: Zoom, Teams, OneDrive - Experience with social media platforms: Facebook, LinkedIn
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Job Overview	Reporting to the Managing Director, the Operations Manager: <ul style="list-style-type: none"> - Supervises and supports overseas consultants and missions. - Monitors missions' budgets and profitability - Ensures the quality of services delivered and the coherence of the trainings' pedagogy - Leads a high-quality communication with the clients - Manages Operations Team at the HQ - Any other tasks needed to provide great customers' service and satisfaction.
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Main Duties and Responsibilities	
Team Management	The Operations Manager is responsible for: <ul style="list-style-type: none"> - Managing overseas consultants - Managing Operations Team at the HQ - Ensuring appropriate staffing in mission - Supervising HR administration & consultants' contracts - Planification of the missions to come The Operations Manager is involved in: <ul style="list-style-type: none"> - Recruiting overseas consultants
Operations Management	The Operations Manager is responsible for: <ul style="list-style-type: none"> - Ensuring quality of services delivered - Ensuring timely delivery - Ensuring budget follow-up - Ensuring contracts' closures - Leading a high-quality communication with the client - Guaranteeing support & service continuity - Support the Operation team in periods of high activity The Operations Manager is involved in: <ul style="list-style-type: none"> - Dealing crisis management on missions
Financial management	The Operations Manager is responsible for: <ul style="list-style-type: none"> - Developing and monitoring missions' budgets - Issuing invoices The Operations Manager is involved in: <ul style="list-style-type: none"> - Defining selling prices & profit margins
Business Development	The Operations Manager is involved in: <ul style="list-style-type: none"> - Developing training materials and new pedagogical sessions - Developing communication materials - Ensuring a marketing presence on professional networks Providing market analysis (corporate, public and non-for-profit sources) - Profiling and monitoring of competitors
AOB	The Operations Manager is involved in: <ul style="list-style-type: none"> - Developing company structuring project