

## JOB DESCRIPTION

### Operations Intern

OTHER SOLUTIONS is a dynamic, and dedicated risk management and consultancy company supporting the Aid Sector, Human Rights 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 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 Eastern Europe.

We are searching for an enthusiastic, curious and organised individual to join our dynamic London Team as an Operations Intern. The perfect candidate will be an ongoing student (required), very keen to develop its multi-tasking and problem-solving skills, handling a wild variety of tasks with a positive attitude, and fluent in English and French (**essential**).

This full-time position is available in June 2024.

Send your application to [recruitment@othersolutions.net](mailto:recruitment@othersolutions.net)

<b>Main Location</b>	<i>OTHER SOLUTIONS Consulting HQ –Canada Water - LONDON UK</i>
<b>Department</b>	<i>Operations</i>
<b>Classification Level</b>	<i>Intern</i>
<b>Starting date</b>	<i>June 2024 – Full-time</i>
<b>Salary</b>	<i>600 GBP / month</i>

<b>Reporting Line</b>	<b>Line Manager :</b> Operations Manager
<b>Areas of Intervention</b>	<i>Project management, Customer Service, Logistics, Communication, Marketing</i>

<p><b>Qualification Requirements</b></p>	<p><b>Work experience:</b> Minimal</p> <p><b>Education:</b> Bachelor’s degree or equivalent in administrative management, project management, or related fields</p> <p><b>Languages:</b> English and French, <u>full professional proficiency mandatory</u></p> <p><b>Skills:</b>            Good writing and communication skills, both in French and in English.            Curiosity in various fields (Project Management, Customer Service, Logistics, Communication, Marketing, etc.).            Advanced knowledge and skills of Microsoft Office (<i>Excel, Word, PowerPoint</i>).            Ability to work in a team in a very dynamic environment.            Curiosity and ability to solve problems independently.            Strength of proposal, resistance to stress and flexibility.            Good customer service skills.</p> <p><b>Personal qualities and attributes:</b>            Rigorous, organised, increased sense of responsibility.            Enthusiastic, positive, Can-do attitude            Interest in security issues, and international and humanitarian affairs</p>
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<p><b>Job Overview</b></p>	<p>Reporting to the Operations Manager, the Operations Intern supports the Ops team in the delivery of daily, weekly, annual activities of the company.</p> <p>The Operations Intern participate in the organization of the company’s training courses, in particular communicating with participants, and taking parts in administrative and logistical tasks.</p> <p>The Operations Intern will progressively take ownership of specific operations and training missions.</p>
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**Main Duties and Responsibilities**

<p><b>Mission follow-up</b></p>	<p><b>The Operations Intern is involved in:</b></p> <p>Reviewing mission’s reports</p> <p>Translating documents</p> <p>Managing office supplies stock and placing orders</p> <p>Assisting in administrative and logistical tasks.</p>
<p><b>Customer Service</b></p>	<p><b>The Operations Intern is involved in:</b></p> <p>Creating and sending various documents to training participants</p> <p>Registering participants for the incoming training sessions</p> <p>Supporting the trainings’ management</p> <p>Handling any customers queries and questions</p>

<p><b>Consultants Management</b></p>	<p><b>The Operations Intern is involved in:</b></p> <p>Producing training documentation for consultants and trainers</p>
<p><b>Training and Operations management</b></p>	<p><b>The Operations Intern is involved in:</b></p> <p>Booking accommodation and catering for clients and consultants</p> <p>Booking trainings sites</p> <p>Optimising travel and accommodation expenses</p>
<p><b>Communication</b></p>	<p><b>The Operations Intern is involved in:</b></p> <p>Proofreading documentation and preparing marketing materials</p> <p>Development and updates of communication/marketing materials</p> <p>Managing the company's social media pages</p> <p>Advertising new trainings/products on various platforms</p> <p>Updating the photos folder</p> <p>Any relevant tasks to the management of the website</p>