



Job Description

Job Title: Senior Operations Manager (SOM)
Team: Disaster Management Team (Operations)
Group: International
Responsible to: Disaster Management Director

Purpose of the Team:

As part of the International Group responsible for outworking Tearfund's corporate mission of bringing "good news to the poor", the purpose of the Disaster Management Team is to reduce death and suffering due to disaster events by assisting vulnerable communities to prevent, prepare for, cope with and recover from the impact of natural hazards and conflict.

Main purpose of the Job:

The purpose of the role is to contribute to the leadership of the DMT and support the ongoing development and outworking of Tearfund's Disaster Management strategy through the provision of management oversight and support of Tearfund operational disaster management programmes around the world.

Generic purpose of the role: *To take responsibility for a designated area of the disaster management team's overall task or specific projects.*

- To share in responsibility for the overall team task and be responsible for carrying out work packages.
- To liaise with internal colleagues and external contacts.
- To take responsibility for reviewing own personal development and overall team tasks.
- To deputize for the Disaster Management Director in his / her absence.
- Awareness of the Child Protection Policy
 - Responsible for familiarising themselves with the Child Protection policy and Procedures and with Tearfund's commitment to safeguarding the welfare of all young people
 - Responsible for carrying out the role in line with Tearfund's Child Protection Policy and Procedures.

Participation in the spiritual life of Tearfund:

- To attend corporate weekly Staff Prayers on Wednesdays, to hear of Tearfund's work and to spend time in prayer and worship together.
- To lead or participate in spiritual sessions of prayer and biblical reflection within the Team / Group
- To be committed to Tearfund's Missions, Values and Beliefs statement.
- To be committed to actively working and living in accordance with Tearfund's evangelical Christian beliefs.
- Responsible for maintaining your own spiritual development.

Based in:

Teddington, with frequent overseas travel (up to 16 weeks / year) sometimes at short notice.

Position in Organisation:

Working with a multi-disciplinary disaster management team, the post holder will be a member of the DMT leadership team, reporting directly to the Disaster Management Director. She / he will be DMT "Operations" Team Leader, responsible for the line management and oversight of the Operations Managers and their respective operational programmes, along with DMT's Operations Support Manager and Accountant, who cover Technical Services and Finance for DMT.

The post holder will liaise with service teams such as International Human Resources, Programme Funding and Learning and Development, to support effective service relationships.

The post holder will also be required to collaborate closely with the International Group Regional Teams and Disaster Management Unit to ensure the timely and effective provision of technical assistance and support to the operational responses and to develop integrated strategies with Regional Teams and Tearfund partners. The post holder will have access to appropriate operational,

administrative, financial and logistical services as required to ensure the fulfilment of his / her duties.

Dimensions and Limits of Authority:

Approving items of expenditure / bank transfer payments - £100,000

See Disaster Management Procedures for additional Approval limits.

Scope of Job (Main Duties and Responsibilities):

1. Development and implementation of Tearfund's corporate disaster management strategy: 40%

- Provide direct line-management and leadership for the Operations Managers and, through them, for UK and field-based operational staff, to ensure DMT operations are consistent with IG disaster management strategy and quality standards (and associated indicators).
- Contribute towards the formulation, development and outworking of DMT corporate / programme strategies and implementation plans.
- Assist Operations Managers in financial / personnel planning and monitoring, and advise on defining priority activities.
- In conjunction with the Operations Managers and Accountant, provide advice and support in the development and management of an annual budget for DMT (Operations), including setting of achievable targets and monitoring systems.
- Delegated responsibilities for managing programme and project approval meetings, ensuring DMT project approvals and authorisations are developed and compliant with internal Disaster Management Standards and Procedures.
- Support the closer integration of operational and partner-based programming in order to create greater synergy and shared learning.
- Ensuring that lessons learnt through the capture and retention of operational knowledge and experience is actively encouraged, and applied to inform future decision making and increase DMT's and Tearfund's effectiveness.
- Lead on the compilation of quarterly progress reports (and associated indicators) for Executive Team.
- Commission programme reviews and evaluations of DMT operations in accordance with internal / external requirements.
- 24 hour "on call" responsibilities on a rotating basis.

2. Development and maintenance of diverse and robust long term funding base: 15%

- Provide external representation and maintain positive working relationships with bilateral and multilateral institutional donors in conjunction with the Programme Funding Team (PFT).
- In conjunction with DMT Accountant, monitor institutional donor funding figures for DMT operational programmes in accordance with agreed co-funding targets and DMT programme funding guidelines.
- In conjunction with PFT, oversee contract management and project administration to ensure compliance with donor reporting and quality assurance requirements, and monitor to ensure that audit recommendations are actioned.
- Identify and support advocacy initiatives for improved institutional funding structures and processes.

3. Implementation of DMT Human Resources Development Strategy: 15%

- In conjunction with Operations Manager, International Human Resources (IHR) and Learning and Development (L&D), oversee the effective recruitment, induction, training, development and debriefing of field staff.
- Promote the development, implementation and monitoring of staff policies and procedures (including six monthly performance appraisals, personal development plans, staff training programmes).
- Oversee IHR planning meetings to ensure IHR and Operations Managers are undertaking regular staff planning for overseas personnel to ensure effective deployment, retention and development of DMT staff.
- Ensure line management are supporting and encouraging the training and coaching of team members.
- In conjunction with IHR, promote proactive communications and positive support to appropriate field-based international personnel to encourage retention and long term career progression.

- Liaise with IHR to ensure appropriate pastoral support for all DMT operations.

4. Learning and Knowledge Management, Good Practice: 10%

- In conjunction with the Disaster Management Director and Programme Development Team (PDT), oversee the promotion and monitor programme compliance with Tearfund Quality Standards and accepted "good disaster management practice", including promotion of relevant codes and minimum standards (Sphere, Red Cross Code, HAP, People In Aid).
- In conjunction with PDT, Knowledge Management and L&D, support the development of relevant policy documents, procedural manuals and training resources to guide and protect DMT work.
- Encourage a learning culture to capture lessons learnt from debriefing, evaluations and reviews.
- Oversee and promote the development of sectoral competencies for DMT programmes (e.g. Nutrition, Public Health Educations, Watsan) and the provision of technical support to field staff.
- Encourage linkages with Tearnnet, TILZ and Digital Strategy developments for access to key learning, good practice and policy documents.

5. Internal Management Systems and Procedures: 10%

- Oversee the implementation of and necessary revisions to the Tearfund Disaster Management System and Programme Policy Manual for use by UK and overseas programme staff.
- Oversee the monitoring of field compliance with internal management and logistics systems and procedures.
- Support the internal audit function and oversee / monitor outworking of agreed recommendations.
- Liaise with technical support services to maintain timely and effective support to field.
- Monitor in-country security management to ensure staff compliance with agreed security plans and procedures and oversee the development of DMT's security management approaches.
- In conjunction with the Operations Support Manager, support the development of Health and Safety policies and procedures.

6. Representation / Relationships: 10%

- Represent DMT and maintain good working relationships between Tearfund staff, groups and teams including: Leadership Team, Regional Teams, Programme Funding Team, Programme Development Team, Learning and Development Team, Media Team and Public Policy Team.
- Represent Tearfund and maintain good working relationship with key external stakeholders, including: national partners, church alliances, international non-governmental organisations, community-based groups, private supporters, donors, Integral, Disasters Emergency Committee, EU-CORD, UN / NGO coordination groups, government officials, media broadcasters.
- Provide external representation, develop relationships and advocate on Tearfund's behalf with relevant decision makers, other agencies and networks, representing programme priority issues.

Signature: _____ **Date:** _____



Person Specification

Job Title: Senior Operations Manager

Team: Disaster Management Team

ATTRIBUTE/SKILL	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to Degree Level (or equivalent) in development management or related subject 	<ul style="list-style-type: none"> • Post-graduate qualification, preferably in project management or a development-related subject
PROVEN ABILITIES	<ul style="list-style-type: none"> • Proven experience in organisational leadership • Proven disaster management project / programme management experience in more than one country • Proven experience in planning and management of large budgets • Proven experience of effectively managing and leading teams to achieve objectives • Proven experience of programme strategy, planning and policy 	<ul style="list-style-type: none"> • Leadership experience within head office relief management context • Experience of organisational development • Experience of public speaking and / or working with the media • Experience of advocacy • Experience in relevant DMT countries
SKILLS/ABILITIES	<ul style="list-style-type: none"> • Ability to think strategically and plan, prioritise and organise multiple work tasks under tight timelines and in close cooperation with multiple stakeholders • Ability to take responsibility for operational decisions • Ability to ensure operational outcomes are achieved through high quality leadership, effective delegation and line management support to staff that is motivating, inspiring and encouraging • Diplomatic and influencing skills • Ability to develop the potential of team members through coaching and personal development plans • Good financial planning and budgeting skills • Ability to clearly present operational plans orally and in written form • To be sensitive in cross-cultural communications • Strong analytical skills • Good PC skills 	<ul style="list-style-type: none"> • Language skills in French • Good understanding of relief / development linkages

PERSONAL QUALITIES	<ul style="list-style-type: none"> • Committed Evangelical Christian • Christian maturity • Ability and willingness to work as a team member • Flexible to accommodate changing priorities • Ability to work under pressure with minimal supervision in emergency situations • Having a vision for Tearfund's work and being able to articulate that vision with commitment and passion • Ability to work safely with children in an appropriate and safe manner in accordance with Tearfund's Child Protection Policy 	
OTHER COMMENTS <ul style="list-style-type: none"> • Willing to travel overseas at short notice. • The successful applicant will be required to apply for a Criminal Records check. 		

**TEARFUND
INFORMATION FOR APPLICANTS**

POST OF: Senior Operations Manager

TEAM: Disaster Management Team (DMT)

BASED IN: Teddington

OFFICE HOURS:

Monday to Friday 9.00am - 5.00pm with one hour for lunch.

35 hour working week

ANNUAL LEAVE - FULL YEAR:

25 days pro-rata

+ statutory bank hols

+ additional day at Christmas

SICK LEAVE SCHEME:

Based on length of service

Permanent Health Insurance

Life Assurance

NON-CONTRIBUTORY PENSION SCHEME:

For permanent staff members over 18 years old as follows

18 years old + - 10% of salary

50 years old + - 13% of salary

60 years old + - 15% of salary

NEW STAFF SERVICE:

6 months probationary period with a 3 month review

Discount on Tearcraft items and STL books

Staff restaurant on site

SALARY BETWEEN: £46,120 - £46,620 per annum