**Job Title:** Operations Manager  
**Responsible to:** Director of Operations  
**Location:** Morogoro  
**Contract:** September 2019 – September 2020

**Introduction to Raleigh Tanzania**
Raleigh Tanzania is a sustainable development organisation. We focus on working for and with youth to inspire and make positive change. Our way of working to achieve impact is by engaging young volunteers through our three delivery programmes: National Youth Programmes (NYP), Raleigh Expedition and International Citizen Service (ICS), a UK government-funded development programme that brings together young people from all backgrounds to fight poverty around the world.

**The Raleigh Brand**

**Our Vision – the world we want to see**
A global community working to build a sustainable future.

**Our Mission – why we exist**
To create lasting change through youth

**Our Values – how do we behave?**
Our values are at the heart of our work. They guide how we do what we do. They are shared by our staff, supporters, volunteers, project partners and the communities with whom we work.

- **Find the courage**
  We find the courage to step out of our comfort zone and create change.
- **Never give up**
  We have the grit, determination and resilience to get the job done.
- **Open to discovery**
  We are open-minded to trying new things and learn from one another.
- **Act with Integrity**
  We act with honesty and respect, and we take responsibility for doing what we say.
- **Create Impact together**
  We seek to maximise long-lasting impact in everything we do.

**Overall Purpose of the Job**
Reporting to the Director of Operations (DoO) and serving as an integral member of the departmental leadership team, the Operations Manager manages the safe and effective delivery of Raleigh’s programmes, and contributes to the coordination of the organisation.

The role responsibilities can be broadly clustered as:

- **Planning** – using operational strategic planning cascaded by DoO, plan operational management of resources (people, assets, money)
- **Internal Operations** – the Operations Manager is a key senior manager, with responsibility for supporting key areas of organisational administration: facilities, comms and IT, finance, staff team leadership and training.
- **External Operations** (Programme delivery) – the Operations Manager leads the operational team of staff and volunteers who deliver Raleigh Tanzania’s projects safely and effectively
• Monitoring – he/she is responsible for monitoring and evaluating their areas of operational responsibility, to regularly assess how the objectives are being achieved.

This is an outstanding opportunity for an exceptional manager with considerable operational experience to excel in a high-growth, mission-driven organisation.

**Principal Accountabilities and Responsibilities**

Reporting to the Director of Operations, the Operations Manager will have the following responsibilities:

**Operations: External (Programme Delivery)**

- Deliver all programmes within the spirit of Raleigh’s mission, vision, ethos and values, maximising the development opportunities and experience for all volunteer staff and participants.
- Ensure delivery meets agreed standards and any contractual obligations, whether they be with individuals, Institutional Donors, partner NGOs or corporates.
- Lead on relevant contractual quality assurance and audit processes, under guidance from Director of Operations e.g. ICS QAH.
- Lead operational project planning, reporting and management under the guidance of the Director of Operations.
- Maintain day to day delivery relationships with partner NGOs and other stakeholders to ensure the effective operational delivery of projects and individual team placements.
- Support the Director of Operations and Programme Manager in local partner management and strategic planning, including the development of project tools and their revision.
- Support the Programme Manager in MEAL planning, data gathering, report writing and revisions.
- Manage recruitment, selection, support and training (pre and post programme) of national volunteers to ensure all contractual requirements and volunteer learning outcomes are met.
- Maintain continuous lines of communication, keeping the Director of Operations informed of all critical issues.
- Maintain close working relationship with UK office, ensuring that our organisation level policies and quality standards are maintained across all operations in Tanzania.
- Contribute to regular evaluation and strengthening of Raleigh policies.
- Contribute to planning and delivery of other organisational activities and events when applicable in support of the organisation’s aims.
- In conjunction with the Director of Operations and peers, be responsible for strategic decision-making relating to delivery of all Raleigh programmes.

**Operations: Internal (not in all countries)**

- Lead on relevant areas of organisational, office, and facility administration, under guidance from the Director of Operations.
- Lead on relevant training, support and review of internal staff policy and procedure, under guidance of the Director of Operations.
- Oversee IT management, and line manage the IT function of the Transport, Logistics and IT Officer.
- Represent the Director of Operations and other senior management team members as and when required.
Safety
- Ensure that safety standards are maintained, and Raleigh’s safety culture is communicated effectively to all relevant staff and participants in line with organisational policy
- Ensure that optimum back-up is planned and provided for evacuation and medical support to project sites in line with policy and best practice
- Ensure the quality of all safety systems, with emphasis on project level risk assessments and casualty evacuation plans in line with policy
- Crisis Management - coordinate and control day to day management of the plan and response to incidents, in liaison with SIOS team in UK office
- Lead on safety and risk management review processes, including internal and external safety audits, e.g. BS8848
- Fulfil duty management responsibilities on a rota basis. This involves being on call 24 hours a day when on duty
- Fulfil safeguarding lead (proxy) responsibilities, in liaison with SIOS team in UK office

Personnel: Employed and Voluntary
- Line manage staff and volunteers as per organisation chart, to ensure that they perform their roles to their full potential, therefore contributing to high quality and effective delivery
- Lead and support office (fieldbase) volunteer team to ensure they are effectively cyclically integrated into Raleigh culture, values and systems, and are able to support delivery of safe, high-quality programmes
- Ensure a safe and inclusive learning and working environment is created for office (fieldbase) volunteers, to maximise the potential of cross-cultural working and leadership development between staff and volunteers of all backgrounds and nationalities. This will include team-building, briefing, providing advice and guidance, and giving practical and moral support and supervision
- Lead coordination of all volunteer learning and development, taking a lead role in training delivery when required. Maintain oversight to ensure consistently high standards of training and facilitation

Logistics (responsibilities vary between countries)
- Supervise and control the maintenance of Raleigh’s resources and equipment
- Manage the vehicle fleet and transport arrangements
- Train all nominated drivers
- Oversee, and integrate, relevant transport and logistics functions across staff and volunteer teams

Finance
- Lead on planning and financial management of relevant operations budgets. Support staff and volunteer managers/team leaders to ensure transparency, accuracy and timelines are kept, working within agreed expenditure limits
- Ensure all staff line reports and volunteers are fully trained in all relevant financial protocols

Communications (responsibilities vary between countries)
- Lead on delivery of communications strategy, and line manage the Communications Officer, ensuring effective internal communications between teams
Person Specification

Essential
- Superior management skills; ability to build positive working relationships and influence and engage direct and indirect reports and peers.
- Ability to positive role model management responsibilities, and respond to questions and concerns raised by staff appropriately and with confidence and sensitivity.
- Experience leading and managing groups of between 40 to 200 staff/volunteers.
- Resilient leadership skills: able to continually provide positive leadership to operational staff and volunteers, leading by example, often in challenging circumstances with multiple competing priorities. Very strong team player.
- Strong skills in diplomacy, negotiation, conflict management and staff / volunteer support, alongside ability to deliver results in a fast-paced operational environment.
- People focused with excellent communication and facilitation skills, with the ability to lead by example, demand excellence and adapt leadership style to the situation.
- Accountable for finding and managing solutions to complex problems independently.
- Strong project planning skills and a proven track record of project delivery.
- A good understanding and experience of international development, environmental and sustainable development issues and the ability to enthuse others on the issues and contribute to strategic planning. A commitment to actively and independently learning in this area.
- Experience of managing safety and operations for an NGO, including leading crisis response at a senior level.
- Experience managing serious safeguarding issues in a cross-cultural setting.
- Proven ability to deliver high quality training and experiential learning in an effective and safe way for youth and adult audiences using a variety of media and styles to maximise learning and outcomes.
- Experience leading and motivating teams of volunteers from different backgrounds, nationalities, ages and cultures.
- Considerable experience in, and passion for, supporting development of young people, in diverse environments.
- Have high levels of integrity, accountability and sound judgement.
- Excellent planning and organisational skills with the ability to prioritise and organise a heavy workload, work autonomously on own initiative both reactively and pro-actively.
- Experience of working long hours required to achieve the aims and objectives of the role.
- Fluent English (written and spoken).
- Excellent IT literacy (Microsoft Office and databases).

Desirable
- Previous experience of delivering sustainable development projects on a similar scale to Raleigh.
- Previous experience either with Raleigh International or a similar organisation at Deputy Operations Coordinator level.
- Experience of budget management.
- Field management of logistics for multi-site rural delivery.
- Understanding and experience of managing groups in remote environments.
- IT management experience: hardware and software.
- Communications experience: external and/or internal.
• Clean full driving licence and 4x4 off-road driving experience
• Experience or qualifications in outdoor leadership or education
• Experience managing volunteer / customer journeys

To apply
Please send your CV with a cover letter to Christine Gentles, International Safety and Operational Support Manager, at COMapplication@raleighinternational.org by 9:00am on Monday 26th August 2019

Other Information

Values and Behaviours
Raleigh International’s core values are Courage, Discovery, Drive, Impact and Integrity. Our staff are expected to be passionate about, and proud of their roles. Team working is fundamental to our approach, by assisting others and taking on additional responsibilities and tasks if necessary.

We are results driven, committed and self-motivated to achieving targets, embracing accountability for our own actions.

Safeguarding and Vulnerable Adults
Raleigh International is committed to ensuring the health, safety, welfare and development of all young people with whom it works regardless of gender, age, stage of development, disability, sexual orientation, religion, culture or ethnicity. All participants who take part in activities organised by us should enjoy taking part in these without fear of harm. We guide all staff and volunteers to show respect for and understanding of young people’s rights and their safety and welfare and by so doing, conduct themselves in a way that reflects our principles

Anti-Corruption Policy
Raleigh is committed to ensuring adherence to the highest legal and ethical standards of organisation conduct. This must be reflected in every aspect of the way in which we operate. We must conduct all our dealings with integrity. Bribery and corruption harm the societies in which these acts are committed and prevents economic growth and development. Any breach of Raleigh’s policy will be regarded as a serious matter and will be dealt with under our disciplinary procedure. In serious cases, it may be treated as gross misconduct leading to summary dismissal.