

Job description

Project Operations Manager

Company overview

Our mission is to work for a healthy, equitable, inclusive, safe and sustainable world. We serve this mission through the provision of international consultancy in health, social justice and social development, focusing on fragile and conflict-affected states, to ensure that our work reaches the world's poorest and most vulnerable people. We aim to practice business as a force for social and environmental good and expect all our employees, partners and suppliers to abide by our Code of Business Ethics.

With companies in the UK, Kenya and Nigeria, we have a portfolio of international development programmes as well as fund management responsibilities. We are Fund Manager for UK Aid Direct and UK Aid Match – The Department for International Development's (DFID) central funding mechanisms for awarding grants to small and medium sized UK and international civil society organisations working to reduce poverty overseas and achieve the Global Development Goals. We also manage the AmplifyChange fund; a multi-donor fund supporting advocacy in Sexual and Reproductive Health and Rights (SRHR) across Africa and South Asia.

Job context

The Project Operations Manager has responsibility for implementing quality systems, contract compliance, and new business processes to ensure consistency of practice across the company. The role is also responsible for managing compliance with the company's established policies, procedures, and strategy and supporting the Operations and Compliance Manager with the implementation of new project management strategies.

Excellent project management skills with a strong interest in international development will be essential in order to be able to implement new operations and logistics processes and procedures and support our culture of learning and continuous improvement.

Main responsibilities

1. Implement and monitor refinements and improvements to our business processes aimed at streamlining activities and driving up performance and quality
2. Supporting contract compliance across the portfolio, ensuring contract conditions are being tracked and met, working with senior managers on contract compliance and consistency to share best practice and learning across the portfolio of funds and programmes.
3. Act as a point of reference for queries on major client contracts and contractual procedures, and support the management of contract compliance and quality standards as directed by our donors and fund management frameworks.
4. Act as a central point of contact within MannionDaniels for information and issue resolution for all operational quality and contract compliance related issues
5. Manage the implementation of operational policies and procedures, quality management systems and revised contractual standards
6. Manage the coherence and consistency of reporting, information management, budgeting and other key business systems and processes such as a travel security and procurement
7. Advise and train project delivery teams with respect to company policies and procedures, security management (prevention and management), procurement, grant management, financial accountability, donor requirements and compliance best practice.
8. Manage the company's contract approval process and the contracts database.
9. Ensure subcontracts and consultancy agreements with third party suppliers meet the stipulated terms and conditions of each client contract and ensure contractual compliance throughout implementation of the assignment.
10. Support the proposal process; this includes but is not limited to tracking opportunities, driving the opportunity capture phase, coordinating resources and support from across

the company, and seeing a proposal to a successful competitive and compliant submission.

11. Provide support on commercial proposals, ensuring all specialised advice is incorporated including relevant taxes, in-country annual inflation, exchange rates, contingencies and non-recoverable costs.

Person specification

Essential:

- Educated to degree level or equivalent in a related field
- Minimum 3 years' experience of project management within an operations, logistics or procurement setting, including implementing contract compliance and quality systems and processes
- Experience of working in an international development or NGO setting
- Experience of working within a culture of continuous improvement
- Excellent skills in Microsoft Office and online management systems.
- Experience of auditing and analysing standard operating procedures.
- Experience of using systems and processes including database management.
- Proven ability to operate in a team environment liaising with diverse teams.
- Excellent attention to detail.
- Ability to manage a varied workload and prioritise tasks, work under pressure and meet deadlines.
- Experience of using own initiative, with a proactive and problem-solving attitude.

Desirable:

- Good understanding of grant funding cycles and systems.
- Knowledge and experience of implementing ISO 9001 standards
- Experience with financial and project management tools.

Reporting and organisation

This is a permanent, UK based position reporting to the Operations and Compliance Manager and is based in Bath. Occasional national and international travel may be required. This is a full-time position and requests for flexible working arrangements may be considered.

Salary and package

Starting salary range: £27,000 - £33,500 (within band 5)

Holiday: 25 days per annum + public holidays

Pension: 8% employer contribution

Life insurance: Company life insurance scheme

Benefits: Access to a flexible benefits and discounts scheme, including childcare vouchers, cycle to work and gym membership

All applicants will be asked to provide proof of identity, right to work documentation and professional references as part of the recruitment process.

MannionDaniels is an equal opportunities employer. We are committed to safeguarding and promoting the welfare of vulnerable children and adults. All our employees are expected to share this commitment and abide by our Business Code of Ethics at all times