

JOB DESCRIPTION

Title:	Operations Manager
Program/Unit:	Finance and Administration
Reports to:	Regional Representative
Supervises:	Admin and Logistics Assistant
Working Days/Hours:	Full-time (37.5 hours/week)
Work Location:	Suva (hybrid)

SUMMARY OF POSITION RESPONSIBILITIES

The operations manager supports the regional representative and the senior manager for Operations, Finance, and Administration in the day-to-day operations of the Pacific Islands office. Furthermore, the operations manager is responsible for the Human Resources functions and staff safety, security, and office environment aspects.

RELATIONSHIPS

Internal

This position interacts daily with the regional representative, senior manager, and admin and logistics officer. Regular contact with colleagues in the Pacific Islands office and the Foundation-wide Human Resources cohort. Occasional contact with Asia Foundation colleagues in other offices.

External

Regular contact with Asia Foundation vendors and service providers.

POSITION ACCOUNTABILITIES

Operational Management

- Manage operational functions of the organization and support the regional representative and the senior manager for Operations, Finance, and Administration in the office's day-to-day operations.
- Identify changing needs for office operations and procedures as programs grow or evolve and draft plans and procedures for upcoming requirements and improvements.
- Vendor management (including preferred vendors)
- Travel-related logistics for staff and visitors and event logistics
- Oversee the procurement of goods and supplies and keep inventory updated.

Safety, Security, and Office Environment

- Manage the Pacific Islands Office Safety and Security Plan (including Fiji, Marshall Islands, Tonga, Papua New Guinea, and Palau) and support the Safety and Security Management team in its implementation.
- Ensure that safety and environmental systems and equipment are in working order and regularly tested as required.
- Make recommendations for improved office health, safety, and environment practices.

Human Resources (HR)

- Manage all aspects of the employment lifecycle: recruitment, onboarding, development, retention, and termination.
- Ensure that staff personnel files are kept confidential and up to date with compliance and performance appraisal documents.
- Collect timesheets, check compliance, maintain an updated LoE tracker, staff training balance, and staff leave record, and upload these to Microsoft SharePoint site.
- Systematize the HR system for Pacific Islands office, including automated performance management planning.
- Liaise with medical insurance provider regarding enrolments and other contractual aspects.
- Maintain the Pacific Islands Employee Handbook, Compensation and Benefits Guide, and other HR resources as needed, and provide training to staff as required.
- Stay abreast of Foundation-wide policies and procedures updates, recommend improvements to and develop new policies and procedures for the Pacific Islands office, train staff, and ensure compliance with policies and procedures.
- Be an active member of the Foundation-wide country office HR and Operations cohort for cross-learning, sharing of best practices, and support.

Supervision

- Day-to-day supervision of admin and logistics assistant

Other

- Comply with all contractual requirements and related regulations and procedures.
- Ensure compliance with the Foundation's policies and practices.
- Participate in Foundation-led initiatives as assigned.
- Undertake any other duties assigned by the regional representative and senior manager for Operations, Finance, and Administration.

REQUIREMENTS

Education

Bachelor's degree in a related field, advanced degree an asset.

Experience

Minimum of ten years experience in operations, including supervisory responsibilities, contract management, and compliance.

Skills

- Strong verbal and written English-language skills
- Strong organizational skills
- Excellent level of attention to detail
- Cross-cultural understanding
- Good interpersonal skills
- Able to work both individually and as part of a team
- Integrity in terms of maintaining confidentiality
- Good computer skills (Word, Excel, etc.) and ability and confidence to use organizational apps and systems
- A proactive, goal-oriented approach to work

Prevention of Sexual Exploitation, Abuse, and Harassment

The Asia Foundation has zero tolerance for sexual exploitation, abuse and harassment, harassment based on gender and sexual identity, and the abuse and exploitation of children. All employees must demonstrate that they are committed to eliminating such behavior in the workplace and those we work with.

Diversity and Inclusion

The Asia Foundation is committed to a diverse and inclusive workplace. All employees must be genuinely committed to equality in all forms.