



Reconnect . Rebuild . Recover

Amna Refugee Healing Network Amna

Job title: Operations Officer	
Team: Operations	Location: Hybrid - London, UK
Contract Length: Indefinite	Salary: 32,000 GBP per annum

Background:

Amna means safe in Arabic - representing the core of our work - supporting communities and frontline workers to bring non-clinical mental health support to every person affected by war, conflict and displacement. At Amna, our core values of respect, understanding, curiosity and connection guide everything we do. Our mission is to build community capacity for healing. Our vision is a world where refugees can determine their future unbounded by the impacts of conflict and displacement.

We partner with local organisations and institutions working with displaced communities to set up psychosocial healing services in which individuals and groups can discover and connect to practices that promote their healing and wellbeing. We invest in and train people within these organisations to provide this support, and we help partners build psychosocial interventions in collaboration with refugee communities – all with a values-based, trauma-sensitive and identity-informed approach.

Our partnerships are not limited. We connect partners through our global healing network of peer organisations to exchange learnings and enhance their practices as the network strives to support forcibly displaced communities around the world.

Safeguarding:

The role-holder will have experience working according to ethical and good practice safeguarding principles. They will be expected to adhere to and promote Amna's Safeguarding Policies as they will be involved and responsible for programmes working with children and vulnerable groups in different settings.

How Will you Make a Difference?

As an Operations Officer, you will play a pivotal role in supporting the effective functioning of our organization. This position encompasses a broad range of responsibilities, including human resources, recruitment, HR administration, office management and providing general support to the Operations team. The Operations Officer will work closely with team members to ensure the smooth execution of daily operations and contribute to the overall success of the organization.

Responsibilities include:

Human Resources:

- Assist the People and Culture Manager in implementing HR policies, procedures, and initiatives, including performance management, staff wellbeing, and employee engagement.
 - Handle HR-related inquiries and administrative tasks such as maintaining employee records, benefits administration, and compliance with labor laws.
 - Manage the end-to-end recruitment process, including sourcing, screening, interviewing, and onboarding candidates. Collaborate with hiring managers and People & Culture Manager to identify staffing needs, develop job descriptions, and engage with external recruitment agencies.
 - Coordinate staff training, professional development programs, and workshops to enhance employee skills and growth.
 - Support onboarding and offboarding processes, ensuring smooth transitions in collaboration with the People and Culture Manager and the Employer of Record.
 - Work closely with the Employer of Record to ensure accurate processing of contracts, payroll, and adherence to local labor laws. Prepare and update HR-related documentation, such as contracts, offer letters, and policy manuals.
- Admin and Logistics:
 - Act as the primary point of contact for the coworking space management team.
 - Implement and improve administrative processes for increased efficiency.
 - Arrange and manage staff travel, including flights, accommodations, and transportation, ensuring compliance with organisational policies, budgets, and safety protocols.
 - Monitor travel expenses and coordinate reimbursements with the Finance team.
 - Provide pre-travel briefings in collaboration with the Head of Operations and ensure compliance with safety protocols.
 - Provide administrative and logistical support to the Operations team.
 - Handle general inquiries and requests to facilitate smooth operations.
 - Support the Head of Operations with IT needs, maintain knowledge management systems, and ensure effective workflows and internal communication platforms are up-to-date.
 - Manage office assets, including inventory tracking and maintenance.
 - Other ad hoc responsibilities as needed.

Qualifications and Experience:

- Bachelor's degree in Human Resources, Business Administration, or a related field.
- Strong organizational and multitasking abilities.
- Excellent communication and interpersonal skills.
- Knowledge of labor laws and regulations.
- IT literate with a good working knowledge of Microsoft office.
- Ability to work quickly, methodically, accurately, independently and to use initiative to problem solve proactively.
- Methodical and organised with high attention to detail and accuracy.
- Excellent time management skills and the ability to work under pressure to meet deadlines.
- Ability to work with tact, diplomacy and complete confidentiality.
- Excellent communication skills in English, both written and verbal, including ability to effectively communicate with internal and external stakeholders.

Desirable:

- Experience at an international NGO and/, budgeting and reporting.
- Previous experience with logistics coordination will be preferred.
- Background of working in a diverse cultural setting.

Skills and Behaviors:

- Flexible approach and ability to adapt to change in a growing organization.
- Culturally sensitive and ability to adapt easily.
- Able to work dynamically and respond quickly and appropriately to unexpected needs.
- Able to take responsibility for assigned tasks and to respect processes and confidentiality.
- Capacity to solve problems, to transfer knowledge and to develop new skills.
- Enthusiastic with a desire to learn and develop.
- Excellent team working skills.

Benefits:

- See our wellbeing strategy through [this](#) link.

Work Location and Environment

This role is open to applicants in London, UK. Amna offers a hybrid working environment to its employees allowing for a blend of remote and in-person work.

Please note that the nature of working environment and hybrid schedule may be adjusted as per the organisation's evolving needs.

Remuneration Package

Remuneration: 32,000 GBP per annum.

At Amna we are committed to attracting and retaining top talent by offering competitive compensation and benefit packages. We believe in rewarding talent and expertise at a level that corresponds with the local market conditions, ensuring that all our team members are fairly compensated for their skills and contributions.

In compliance with international standards, Amna utilizes a global payroll provider to ensure seamless and efficient compensation processes for our diverse team.

Commitment to Diversity, Equity, and Inclusion

Amna is committed to fostering a diverse and inclusive workplace where all employees are valued, respected, and empowered to contribute their unique perspectives and talents.

As an equal opportunity employer, we do not discriminate on the basis of race, religion, color, ethnicity, sex, gender, sexual orientation, age, marital status or disabilities status.

Applications are strongly encouraged from people with personal or family lived experience as refugees and displacement.

How to Apply:

Please send your CV and motivation letter to hr@amna.org by **5th January 2024**.

For more information on Amna's work please visit our website: www.amna.org

Due to the urgency of the role, qualified applicants may be invited to interview at any point during the application process. We strongly encourage candidates to apply before the deadline.

Expected start date: as soon as possible.

Recruitment timeline:

Written task: week of January 13th.

Interviews: week of January 20th.

Only Shortlisted candidates will be contacted.