



Position Title: **Operations Manager**

Location: **London (hybrid)**

Contract type: **Full or Part time (4-5-day week)**

Reporting to: **Deputy CEO**

Salary range: £50,000 - £55,000 (full time equivalent) (depending on experience and skills)

Inter Mediate

Inter Mediate (IM) is a unique and discreet London-based peacemaking organisation established in 2011 to support behind-the-scenes peace negotiations in some of the world's most challenging conflicts. This role offers an exciting opportunity to join the senior management team of a small high-impact organisation working at the leading edge of international peacemaking.

Reporting to the Deputy CEO and working closely with the CEO and the Financial Director, the **Operations Manager** will lead Inter Mediate's institutional, Human Resources and project-support systems to keep the organisation running smoothly and ensure we are equipped to deliver the best results.

A successful candidate will be a motivated self-starter with senior management experience in operations, preferably for a non-profit organisation. You will be familiar with the fast and sometimes unpredictable pace of an international operating environment, and confident in handling challenges as they arise. You will be comfortable working collaboratively within a small team and engaging credibly with a wide range of people from senior government officials to project interlocutors in the field.

Key Responsibilities

A) Governance and Institutional Compliance (with the Deputy CEO and senior management)

- Lead the development and implementation of IM's operational planning, in coordination with the CEO, Deputy CEO, Finance Director, staff, Trustees and supporters.
- Ensure that Inter Mediate complies with its charitable and legal obligations.
- Prepare, attend and minute Trustee and Committee meetings.
- Develop and implement quality improvement process for institutional policies and project delivery to keep Inter Mediate ethical, efficient and delivering value for money.
- Source, manage and review all professional services and suppliers engaged by Inter Mediate including banking, legal advice, accounting and auditing.

B) Human Resources and Office Operations

- Oversee Inter Mediate's recruitment process and work with the Deputy CEO to ensure that we have fair procedures for benefits, training, probation, diversity and inclusion, gender pay gap, safeguarding, grievance and disciplinary matters.
- Oversee the contracting and on-boarding for new staff, consultants and trustees.

- Manage day-to-day HR functions and queries, including leave recording systems.
- Conduct staff remuneration and salary benchmarking exercises with the Deputy CEO.
- Update and maintain the employment handbook policies and procedures.
- Oversee office operations, equipment and facilities management.

C) IT, Security and Risk Management

- Ensure that the IT and communications systems are optimally configured for effectiveness and security, and that staff can operate them as necessary.
- Ensure Inter Mediate has robust risk mitigation systems and training for staff.
- Ensure Risk Assessments and security plans are completed by staff prior to staff travel.
- Ensure Inter Mediate has a viable business continuity plan.
- Maintain and review the Risk Register for the organisation with the Deputy CEO.

D) Financial Management (with the Finance Director)

- Work closely with the Finance Director to ensure that operational and financial planning processes and decisions are mutually informed and fully aligned.
- Strategise with the Finance Director and Deputy CEO to ensure all wings of the organisation work together to advance the best interest of the institution, its staff, projects and donors.

Experience, qualifications and skills:

- At least 8 years experience leading charity operations at a senior level spanning institutional compliance, Human Resources, IT, security and project support services, ideally in the non-profit sector.
- Track record of excellent business decisions for institutions under UK charity law operating in an international, multi-donor environment.
- Extensive experience of supporting Boards and Board committees at a senior level in a non-profit context.
- Some knowledge of project support mechanisms required for smooth delivery of peacebuilding, humanitarian, human rights or political projects in high-risk environments.
- Evidence of ability to both lead and service a complex network of external relationships.
- Graduate with a relevant degree and, preferably with relevant post graduate qualifications or relevant experience.

Attributes:

- Strong people management, collaboration and team building skills
- Excellent business planning and decision skills, and a sound understanding of operational and financial management in charities.
- Proven commitment to designing effective and enabling systems for organisation management in support of effective delivery
- An appetite for innovation and awareness of how experience can become organisational knowledge



- You will be able to work well under pressure and provide a grounded presence to the operations team
- Excellent written and spoken English
- Other language skills are desirable
- Good verbal communication skills and the ability to represent IM to a wide range of stakeholders
- High levels of energy and personal resilience

Working at Inter Mediate

A normal working week consists of 35 hours (or pro rata for part-time). Our office operates between 8am and 6.30pm with core hours from 9.00am to 5.00pm. Inter Mediate operates a hybrid working model, with at least 2 set days per week in the office in London.

Benefits include: (pro rata) 25 days holiday, pension contribution and private health insurance (following successful completion of the 6-month probationary period).

To Apply by 22nd May 2024 :

Send a one page **cover letter** explaining why you would be a good candidate for this position, and a **CV** to recruitment@inter-mediate.org

IM is unable to currently sponsor working visas. All applicants must have the right of employment within the UK. Inter Mediate welcomes applicants from diverse backgrounds.

Only full applications will be considered. Only short-listed candidates will be contacted.