



ROLE PROFILE

Title	Operations Manager		
Functional Area	Operational Support		
Reports to	Emergency Response Manager (with a functional matrix to the DCD-Operations)		
Location	Cox Bazar	Travel required	
Effective Date		Grade	D2

ROLE PURPOSE

Plan International is an independent child rights and humanitarian organisation committed to children living a life free of poverty, violence and injustice.

We actively unite children, communities and other people who share our mission to make positive lasting changes in children's and young people's lives. We support children to gain the skills, knowledge and confidence they need to claim their rights to a fulfilling life, today and in the future. We place a specific focus on girls and women, who are most often left behind.

We have been building powerful partnerships for children for more than 75 years, and are now active in more than 70 countries.

The post holder will oversee a number of operational support functions in the Cox Bazar Office. Responsible for ensuring operations are implemented effectively and in line with Plan International policies and procedures. The post holder works closely with the Emergency Response Manager (ERM) to ensure strong programmes to meet the needs of Rohingya families, and host communities.

DIMENSIONS OF THE ROLE

- The post-holder will have responsibility for budget of the response operational lines and services compliance.
- The post holder will ensure operational support functions enable effective programmes within a rapidly changing humanitarian response
- The post holder will ensure all interventions have a particular focus on addressing the specific needs of young/ adolescent girls and young women.
- The post holder will act as security focal point for all staff with ERM assuming overall Security oversight
- The post holder will line manage the Finance Manager, Logistics & Procurement Manager, IT Specialist, and HR Manager.

ACCOUNTABILITIES

- **Operational Support**

- Supervise operational support functions (finance, HR, logistics, IT).
- Experienced in using on line financial, logistics and HR systems.
- Maintain strong communication and working relations with counterparts in CO in Dhaka.
- Ensure standard Plan International systems and procedures are followed.
- Lead on grant opening and closing meetings, ensuring appropriate implementation plans are in place.
- Ensure the support teams are contributing to grant opening meetings and grant review meetings
- Ensure an M&E framework is developed and utilised.
- Ensure compliance with national legal requirements.
- Together with the in country security focal point monitor local security situation, develop appropriate security guidelines and Standard Operating Procedures (SOPs).
- Support the sector leads development of proposals with particular reference to ensuring the operational and support costs (staffing & non-staff) are included as reflected in the Master Budget
- Support the HR & Logistics functions in the development of procurement and HR pipelines & plans, following-up on procurements and recruitment
- Support the HR Manager in the development and running of induction programmes for all new starters.
- Maintain overview of all operational aspects of the response (logistics, finance, HR, admin, etc.)
- Deputise for the ERM as required.

- **Administration and Finance**

- Ensure that administrative support functions are established and maintained in accordance with Plan International administrative policies and procedures.
- Provide financial management analysis (Budget vs Actual, reallocation, Forecasting, Burn-rates against Programmatic progress) to Cox Bazar management team meetings.
- Support Finance manager in developing Project Forecast Spends for new grants together with the Programme teams
- Coordinate mobilisation of financial resources related to emergency activities.
- Ensure with the Procurement & Logistics Manager/Officer the establishment and maintenance of a functional procurement and supply chain management system.
- Support the Procurement & Logistics Manager/Officer with the timely and appropriate establishment of all logistics infrastructure.
- Develop and maintain appropriate operating budgets for emergency operations, tracking of expenditure trends.
- Ensure compliance with donor requirements.

- **Human Resources**

- Work in a multi-cultural environment, collaborating with national and international staff, and promote a positive work environment
- Outline the composition of the emergency team, ensuring clear reporting lines and job descriptions, and that organograms are updated.
- Ensure all Emergency Response personnel understand and carry out their duties in accordance with Plan International's humanitarian values and principles.
- Conduct performance appraisals for Emergency Response Team operations staff and ensure regular feedback and mentoring on individual performance is provided.

- **Representation and Partnership**

- Represent Plan International with local government to ensure smooth operational delivery of programmes.

- Act as the key focal person with national partners, ensure supportive and collaborative relations for operational programme delivery that is in line with and meets donors' compliance and international standards.
 - Lead on obtaining local Government clearance for programme implementation.
 - Support the Country Office with developing FD7s and FD6 as required.
 - Represent Plan International at relevant sector meetings, working groups ensuring appropriate information is provided in a timely basis (eg 4Ws, 5Ws).
 - Identify opportunities and establish dialogue towards partnerships with other humanitarian agencies (related to operations)
 - Support the selection of national and local partner organisations, ensuring alignment with Plan International's approach and programming priorities in humanitarian situations.
 - Work closely with current partners, ensuring programmes are implemented according to agreements, and that reporting is of a high quality.
 - Develop capacity building plans for partners and lead on their implementation.
1. Ensures that Plan International's global policies for Child Protection (CPP) and Gender Equality and Inclusion (GEI) are fully embedded in accordance with the principles and requirements of the policy including relevant Implementation Standards and Guidelines as applicable to their area of responsibility. This includes, but is not limited to, ensuring staff and associates are aware of and understand their responsibilities under these policies and Plan International's Code of Conduct (CoC), their relevance to their area of work, and that concerns are reported and managed in accordance with the appropriate procedures.

KEY RELATIONSHIPS

Internal;

- Country Office Staff, in particular Country Director, Deputy Country Director for Operational Support, Deputy Country Director for Programmes, HR Director, Finance Manager, Grants & Compliance.
- Asia Regional Office
- Plan International National Organisation Disaster Risk Management and funding units.

External;

- Government representatives
- National & Local NGOs and CSOs
- In-country donors
- Peer agencies.

TECHNICAL EXPERTISE, SKILLS AND KNOWLEDGE

Knowledge

- University degree in a field relevant to operational support (for example finance, management).
- Significant experience in planning, design and implementation of humanitarian programmes.
- Strong representation skills with a range of stakeholders.
- Good working knowledge of key humanitarian donors, for example UNICEF, SIDA, UNHCR, IOM, DFID, ECHO, Knowledge of international humanitarian standards and codes of conduct.

Skills

Proven experience of operational management within a humanitarian response

Awareness of humanitarian adaptations for operational functions (HR, Logistics & Finance)

- Proven experience of inclusion of gender in to programming.
- Strong team management, staff capacity building and motivation skills in teamwork and networking.
- Strong analytical skills: secondary/primary data analysis.

- Excellent skills in writing funding submissions and donor reports.
- External representation and communication skills, Strong English language skills.
- Advocacy, influencing and negotiating skills, experienced in gaining commitment from a wide range of people, bringing about change and providing support from a distance.

PLAN INTERNATIONAL'S VALUES IN PRACTICE

We are open and accountable

1. Promotes a culture of openness and transparency, including with sponsors and donors.
2. Holds self and others accountable to achieve the highest standards of integrity.
3. Consistent and fair in the treatment of people.
4. Open about mistakes and keen to learn from them.
5. Accountable for ensuring we are a safe organisation for all children, girls & young people

We strive for lasting impact

1. Articulates a clear purpose for staff and sets high expectations.
2. Creates a climate of continuous improvement, open to challenge and new ideas.
3. Focuses resources to drive change and maximise long-term impact, responsive to changed priorities or crises.
4. Evidence-based and evaluates effectiveness.

We work well together

1. Seeks constructive outcomes, listens to others, willing to compromise when appropriate.
2. Builds constructive relationships across Plan International to support our shared goals.
3. Develops trusting and 'win-win' relationships with funders, partners and communities.
4. Engages and works well with others outside the organization to build a better world for girls and all children.

We are inclusive and empowering

1. We empower our staff to give their best and develop their potential
2. We respect all people, appreciate differences and challenge equality in our programs and our workplace
3. We support children, girls and young people to increase their confidence and to change their own lives.

PHYSICAL ENVIRONMENT

The post-holder will be expected to travel extensively, sometimes at short notice to join humanitarian responses. It may be required to work late, weekends and holidays in order to ensure timely delivery of programmes.

LEVEL OF CONTACT WITH CHILDREN

Mid to high level contact: *interaction with children*