

## ROLE PROFILE

<b>JOB TITLE:</b>	Head of Operations	<b>REPORTING TO:</b>	Executive Director
<b>TEAM:</b>	Operations Team	<b>DATE:</b>	January 2025
<b>LOCATION:</b>	Dublin Office	<b>CONTRACT TYPE:</b>	Permanent
<b>WEEKLY HOURS:</b>	Full-time	<b>Salary</b>	Scale 3

### Principal Objective of the Team and Role

#### Team Purpose:

The Head of Operations is responsible for a number of key operational areas of the organisation, and to ensure high performance of key operating teams including:

- *Operations*, the efficient running and administration of the offices and the day-to-day operations of the organisation.
- *Information Technology*, ensuring our programmes and staff are able to carry out their work using secure and efficient IT and communication systems.
- *Human Resources*, ensuring policies and procedures covering our global workforce, comply with current legislation and best practice.

#### Role Purpose:

The Head of Operations is a senior role responsible for overseeing and optimising the day-to-day operations of the organisation, including, but not limited to, human resources (HR), information technology (IT), and logistics and administration. The Head of Operations reports directly to the Executive Director and collaborates with other managers and key stakeholders to develop and execute operational strategies.

### Responsibilities:

The key responsibilities include:

#### Leadership & Management

- Contribute to the collective management and leadership of Front Line Defenders as a member of the Senior Leadership Team (SLT) and through managing cross-organisational work.
- Lead high-performing operations teams (HR, IT, and administration), fostering a culture of collaboration, innovation, and continuous improvement.
- Nurture an inclusive, values-driven, supportive organisational culture with a focus on delivering impact for human rights defenders in line with the organisation's mission.
- Lead/support the various teams to develop team objectives and plans to support the

delivery of the strategic plan in accordance with organisational procedures and policies.

- Ensure team and project responsibilities, deliverables and reporting requirements are met within the approved budget and agreed time frames.

### **Operational Responsibilities**

- Identify opportunities to streamline and optimise operational processes across the organisation and implement best practices and standard operating procedures to enhance operations.
- Oversee the management of the premises and facilities in coordination with Operations Coordinator and Administrator.
- Oversee the development and implementation of policies in relation to filing, privacy and data retention and ensuring the policies, procedures and documentation of the organisation are in line with data protection regulations, including GDPR.
- Oversee the policy and support for organisational travel requirements, including bookings and insurance for staff.
- Oversee and manage all organisations' contracts.
- Support the management of outsource providers, suppliers, and vendor relationships, including our procurement process, seeking opportunities to improve engagements.
- Oversee risk management, including the updating of the risk register and the implementation risk management strategies, in coordination with relevant teams. Ensure risk is regularly discussed and actively managed by the management team.

### **Human Resources**

- Support the development and implementation of a human resources policy.
- Supervise and support the Human Resources Team, including the development and implementation of HR policies and procedures, and upgrading of HR functions such as training, development, compensation and benefits, employee relations, performance evaluation and recruiting.
- Ensure management and staff are supported to attract, recruit and retain the highest calibre of staff, and that the organisation meets its staffing needs.
- Ensure that a learning environment is encouraged and a training culture developed across the organisation.
- Represent management in engagements with Staff and Fellows Association and Union Representatives.
- Support the Executive Director and Board in the development and implementation of an organisational Diversity, Equity and Inclusion policy and process.
- Support staff well being working group in ensuring staff well being is prioritised, building management and staff capacity for this, and providing well being supports.
- Support the safeguarding team in ensuring the highest standard of safeguarding, mitigating risks, building organisational capacity, monitoring, and promptly addressing any identified safeguarding cases/issues.

**Health, Safety and Security**

- Oversee the development and implementation of policies in relation to health and safety for all offices and for all staff, including those not based in offices and/or in remote locations.
- Oversee the health and safety of offices.
- Support the security working group in assessing security challenges, undertaking risk assessments and proposing risk reduction measures in addition to developing,
- Work with relevant managers on monitoring and assessing rapidly changing and evolving security situations, and implications for staff and families, and ensure rapid response as needed.

**Information Technology**

- Ensure the necessary organisational culture required for secure and efficient IT and communications, including modeling best practice.
- Support the IT team in the development and implementation of organisational IT strategy, systems, procedures to ensure the efficient and secure functioning of the organisation.
- Support the IT team to maintain, update and upgrade secure and effective information systems and infrastructure, that support specific programmes.

**Internal Communications**

- Lead the development and implementation of an internal communications strategy to help create and maintain the strategic alignment of the organisation, and facilitate opportunities for staff engagement.

**Salary:**

€64,602 - €80,278 per annum (10 Points on Scale)

Placement on range will be commensurate with experience and qualifications

**Benefits Include:**

26 days annual leave, Pension, Health Insurance, Income Protection, Life Assurance, Employee Assistance Scheme (EAP), Monthly Well-Being Provisions, Laptop, Mobile Phone

*This job description is intended as a summary of the primary responsibilities of and qualifications for this role. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform based on requirements either now or in the future.*

**Reporting Structure :**

**Directly:**

HR Manager, Operations Manager, Office Administrator, IT Manager, Global Security Manager

<b>Key Relationships :</b>
<b>Internal:</b> Directors, Senior Leadership Team, Leadership Team, FLD Working Groups

<b>Person Specification</b>
<p><b>Knowledge and Skills:</b></p> <p><u>Essential:</u></p> <ul style="list-style-type: none"> <li>• The Head of Operations will have strong communication and analytical skills. She/he will have a strong understanding of good governance and compliance in the NGO sector in Ireland and globally.</li> <li>• She/ he will have a high level of interpersonal and organisational skills and will lead by example to motivate staff and ensure the values and culture of the organisation are maintained.</li> <li>• Excellent political judgement, including the ability to make strategic choices based on sound analysis of potential costs and benefits.</li> <li>• A third level qualification, ideally in the area of human rights, human resources, finance, business or other relevant discipline.</li> <li>• Personal leadership, initiative and proactivity. Capable of identifying and resolving potential problems before they arise. Sound decision making, extremely well organised and structured in approach.</li> <li>• Excellent written and verbal communication and presentation skills in English is essential.</li> </ul> <p><u>Desirable:</u></p> <ul style="list-style-type: none"> <li>• A working knowledge of one of Front Line Defenders other working languages (Arabic, French, Russian and Spanish) is desirable.</li> </ul> <p><b>Experience:</b></p> <p><u>Essential:</u></p> <ul style="list-style-type: none"> <li>• She/he should have at least eight years of working at a senior level, ideally, in a human rights based activity/organisation in an operational leadership role and have experience of management, budgeting, planning and evaluation.</li> <li>• Experience of working in an international context, ideally experience of working in an international /human rights NGO.</li> <li>• Management experience in a relevant field that includes financial management, organisational development, people management and project management.</li> <li>• Experience of building and working successfully with teams of people with different professional or cultural backgrounds.</li> </ul>

<b>Front Line Defenders Values:</b>
<p><b>1. Working with HRDs:</b></p> <ul style="list-style-type: none"> <li>• Commitment to our Work</li> <li>• Responsiveness to HRDs</li> <li>• Decision Making &amp; Problem Solving</li> <li>• Exercising Good Judgement</li> <li>• Listening</li> <li>• Results Focussed</li> <li>• Perseverance</li> </ul>
<p><b>2. Developing Myself:</b></p> <ul style="list-style-type: none"> <li>• Self-Awareness</li> <li>• Adapting to Change</li> <li>• Proactive Learning</li> <li>• Managing My Well-being</li> </ul>
<p><b>3. Working With Colleagues:</b></p> <ul style="list-style-type: none"> <li>• Respect for the Individual</li> <li>• Building Trust</li> <li>• Collaborative Working</li> <li>• Communication With Each Other</li> </ul>
<p><b>4. Leadership:</b></p> <ul style="list-style-type: none"> <li>• Strategic Thinking</li> <li>• Engaging With People</li> <li>• Stewardship of Resources</li> </ul>
<b>Selection and Appointment:</b>
<ul style="list-style-type: none"> <li>• To apply, candidates need to submit a copy of their application - CV and cover letter - via the '<b>Apply now</b>' button;</li> <li>• Cover letters should be addressed to <b>Alan Glasgow, Executive Director</b></li> <li>• Only shortlisted candidates will be invited to attend for interview;</li> <li>• It is anticipated interviews will be held during <b>March 2025</b>;</li> <li>• The appointment is expected to be effective from <b>April / May 2025</b>;</li> <li>• <b>Closing date</b>; midnight (local Irish time) on <b>Friday, 28 February 2025</b> as per FLD vacancies page: <a href="https://www.frontlinedefenders.org/en/recruitment-volunteering">https://www.frontlinedefenders.org/en/recruitment-volunteering</a></li> </ul>

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