



Role Title: Head of Operations

Reporting to: Chief Executive Officer

Location: Preferably candidates based in Kenya, Nigeria, South Africa, Malawi, Zambia, Zimbabwe, India or United Kingdom

Position Overview

The Alliance For Women and Girls (AFWAG) seeks a visionary, entrepreneurial, and seasoned professional to fill the vital role of Head of Operations. In this capacity, you will lead the development and execution of a comprehensive organisational-wide operations strategy, pivotal in advancing AFWAG toward its mission and vision. Your responsibilities will span the complete oversight of daily operations, including Human Resources, IT, procurement, and legal affairs. In addition to managing internal operations, you will provide strategic, operational support to other areas, such as network growth, fundraising, and program initiatives, ensuring that operational systems are robust and effectively support these key organisational areas.

Key Responsibilities include:

1. Human Resources

- a. Leading the development and implementation of HR strategies and initiatives aligned with the organisation's mission and values.
- b. Overseeing the recruitment and staff onboarding process to ensure a smooth transition for new employees into the organisation.
- c. Ensuring compliance with all relevant employment laws and regulations and maintaining up-to-date knowledge of any changes to these regulations.
- d. Fostering a diverse and inclusive work culture that aligns with the organisation's commitment to gender equality and empowerment.
- e. Managing employee relations, including conflict resolution and disciplinary procedures.
- f. Oversee the recruitment and management of external partners and service providers, including negotiating contracts to align with organisational goals and budget constraints.
- g. Evaluate and update compensation and benefits packages to remain competitive in the market and ensure fairness and equity across the organisation.

2. Organisational Development

- a. Developing and implementing training and professional development programs to enhance employees' skills and performance.
- b. Developing and implementing employee retention strategies to reduce turnover and increase employee engagement.
- c. Design and implement comprehensive performance management systems that measure staff performance against the organisation's goals and focus on personal development and continuous improvement.
- d. Actively cultivate an organisational culture that embraces diversity, equity, and inclusion. Implement initiatives that reinforce the organisation's core values at all levels.

- e. Lead and manage organisational change, ensuring changes are smoothly and successfully implemented to achieve lasting benefits. Facilitate training and workshops to help staff navigate through changes
- f. Develop programs and initiatives aimed at increasing staff engagement, morale, and empowerment, ensuring that all employees feel valued and understood within the workplace.
- g. Implement knowledge management strategies to enhance information sharing across the organisation, ensuring all staff have access to critical information and resources necessary for their roles.

3. Legal

- a. Ensure that AFWAG has robust systems in place to manage all legal matters, including contract management, regulatory compliance, and adherence to applicable laws. Develop policies and procedures to safeguard these practices across all areas of the organisation.
- b. Work closely with external legal counsel to navigate complex legal issues, ensuring the organisation receives timely and effective legal advice and representation.
- c. Maintain rigorous oversight of the organisation's operations and business transactions to fully comply with all applicable local, national, and international laws, regulations, and internal policies and ensure these standards uphold the organisation's legal and ethical integrity.
- d. Ensure AFWAG's compliance with legal and regulatory requirements in both the UK and Kenya, adapting strategies to accommodate the legal landscapes of each jurisdiction.
- e. Develop and implement strategies to protect the organisation's intellectual property rights. Manage intellectual property portfolios effectively to maximise their value and ensure legal security.
- f. Oversee the drafting, evaluation, and negotiation of contracts to ensure they are fair, transparent, and legally binding. Ensure that all contracts align with the organisation's strategic goals and compliance standards.
- g. Conduct regular legal risk assessments to identify potential areas of legal exposure and develop mitigation strategies to address these risks proactively.
- h. To foster a legally aware organisational culture, I lead training sessions for staff on legal compliance issues, intellectual property rights, and other legal matters critical to their roles.
- i. Engage with stakeholders, including funders, partners, and regulatory bodies, on legal matters to ensure transparent and compliant interactions.

4. General Operations

- a. Oversee daily activities and adjust as needed to maintain or improve organisational performance.
- b. Manage procurement and maintain optimal inventory levels to support operational needs while ensuring cost-effectiveness.
- c. Spearhead the adoption of new technologies and systems that enhance organisational effectiveness. Oversee the integration of IT solutions that support operations, from database management to security protocols.

Qualifications and Experience

Requirements



- Bachelor's degree in Business Administration, Operations Management, Law, Human Resources, or a related field.
- Minimum of five years of experience in operations management, preferably in a nonprofit or advocacy-focused organisation.
- Demonstrated experience in managing human resources, legal compliance, and general operations.
- Proven track record of successfully implementing operational improvements, managing legal issues, and leading HR initiatives.
- Strong understanding of the legal requirements in multiple jurisdictions, particularly in the UK and Kenya, with the ability to manage compliance across these regions.
- Experience in contract management, intellectual property rights, and working with external legal counsel.
- Proficiency in IT systems, with experience in implementing new technologies and managing IT infrastructure.
- Experience in managing procurement and supply chain processes.
- Proven leadership and entrepreneurial experience in operations, preferably within a non-profit setting

Knowledge, Skills, Abilities:

- Ability to provide strong leadership, vision, and direction to the organisation's operations team.
- Capacity to inspire and motivate a diverse team, fostering an environment of growth and learning.
- Strong strategic thinking capabilities, with a proven ability to develop and implement effective strategies aligned with the organisation's mission.
- Excellent problem-solving skills and the ability to make decisions based on accurate and timely analysis.
- Exceptional interpersonal and communication skills, with the aptitude to negotiate and influence others effectively.
- Ability to communicate complex legal, technical, and financial information clearly and simply.
- High level of adaptability and comfort with complex and ambiguous situations.
- Ability to manage multiple priorities in a fast-paced and dynamic environment.
- Strong commitment to gender equality and a deep understanding of issues affecting women and girls.
- Ability to foster an inclusive and diverse workplace that reflects the organisation's values.

Travel and Hours

This position is a regional role and part of a remote and globally distributed team, with other team members working globally. Some travel possible when it is safe to do so and in accordance with local travel guidelines. Given that we work across different time zones, some non-traditional hours for early or later calls are an expectation of this role.

Compensation

Salary for this position is competitive and dependent on country of hire and prior work

Apply now

Please submit your resume and a one-page cover letter to hr@afwag.org