## Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Operations Officer</th>
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<tbody>
<tr>
<td>Cluster:</td>
<td>Operations Cluster</td>
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<tr>
<td>Salary:</td>
<td>USD 35 011 per annum (Excluding benefits)</td>
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<tr>
<td>Contract Type:</td>
<td>1 Year (renewable)</td>
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<tr>
<td>Location:</td>
<td>Preferred location CIVICUS Headquarters Johannesburg</td>
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<td>Reports to:</td>
<td>Operations Lead</td>
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<tr>
<td>Direct Reports:</td>
<td>Operations, Travel and Facilities Administrator; Operations Admin Clerk</td>
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### Job Role

**Role Overview:**
The Operations Officer role works closely with the Operations Lead in supporting with the execution of their role. This involves implementing all the relevant streams of work and projects in the Operations cluster; and in providing day to day support to the Cluster. This role involves a varied work focus with a strong emphasis on strengthening operational process, procedure and systems.

### Areas of Responsibilities

#### Contracts
- Assist in reviewing agreements to ensure ongoing compliance and risk management.
- Assist clusters with advice on process and compliance.
- Capture risk assessment of partners and service providers
- Assistance with preparation of operations cluster draft agreements
- Assist in development, maintenance and support of tools and systems for monitoring, supporting, and reporting on agreements.
- Provide training and support on agreements process.
- Perform ad hoc duties as may be required and asked for by Management, within the legal parameters, from time to time.

#### Facilities Management, Health and Safety
- Support the Operations Lead in ensuring that all health and safety measures are implemented, communicated, and monitored.
- Oversees the management of all aspects of office facilities, including general maintenance, parking, assets, and equipment (such as stationery and appliances).
- Manage and guide team members to ensure the efficient and effective day to day running of the Johannesburg Office
- Monitors and manages and buying of stationery and office supplies and assets (such as furniture, not IT and tech equipment)
- Oversee the management of the reception area and switchboard

#### Procurement
- Monitors full compliance of procurement activities with CIVICUS’ policies and procedures.
- Supports the Operations Lead to develop and maintain procurement processes, monitoring systems, tools and mechanisms to manage compliance.
- Provide training and support on procurement process
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### Administration and Systems
- Assist in development, coordination and support of projects as required.
- Support governance-related administration.
- Track and submit invoices for the Cluster where necessary.
- Liaise with relevant service providers as required.
- Prepare for cluster meetings (agendas, invites, scheduling, minutes etc.) as required.
- Follow up on decisions taken and give feedback to the team.
- Assist Risk and Compliance Officer with grant documentation administration and management.
- Assistance, support, maintenance and updating of organisational grant database in keeping with operational requirements.
- Assist in the development, maintenance and support of tools and systems for operational functioning and improvement.

### Coordination
- Assist the Operations Lead with project coordination and support for existing and new projects/programmes.
- Collaborate with other clusters to provide operational support and collaborative input as required.

### People Management
- Oversee and manage the Operations and Facilities Administrator and the Operations Admin Clerk.
- Conduct probation and performance management reviews according to HR timelines, ensuring high performing staff.
- Perform ad hoc duties as may be required and asked for by Management, within the legal parameters, from time to time.

### Other
- The role holder will from time to time be required to carry out any other duties that are within the scope of the job.
- All staff will demonstrate CIVICUS values and principles in all their professional relationships and any interactions that may reflect on CIVICUS.

## Person Specification

### Education, Language & Qualifications
- A degree or Diploma in BA, Office administration or similar (or equal office experience)
- Fluent in English; second language an advantage

### Essential Knowledge, Skills and Experience
- A minimum of 3 years work experience, at least 2 years in relevant field/functional area
- Excellent verbal and written communication skills in English
- Excellent IT skills, including experience with MS Office
- Commitment to CIVICUS’s vision, mission, values, and ways of working
- Meeting preparation experience (including logistics and minute-taking)
- Invoice tracking and basic expense reconciliation
- Project management experience/proficiency
- Good interpersonal skills
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<th>Desirable Knowledge, skills and Experience</th>
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<tbody>
<tr>
<td>• Deadline-driven</td>
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<td>• Efficiency and organisational ability</td>
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<td>• Innovative with interest and aptitude for learning new skills.</td>
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<td>• Aptitude for and interest in business-related technology</td>
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<td>• Independent worker</td>
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<tr>
<td>• Ability to manage multiple projects simultaneously.</td>
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<tr>
<td>• Exceptional level of attention to detail</td>
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<tr>
<td>• High level of confidentiality</td>
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