

## JOB PROFILE

<b>Job Title:</b>	Operations Manager UK Humanitarian Innovation Hub
<b>Location</b>	London
<b>Reports to:</b>	Director of the Hub (direct) & Elrha Director of Finance & Operations (indirect)
<b>Contract:</b>	Fixed-term contract until March 2023 (extension subject to funding)
<b>Budget responsibility:</b>	Oversight of operational budget
<b>Line management responsibility:</b>	Yes
<b>Child Safeguarding Level:</b>	Level 1

### OPERATIONS MANAGER, UK HUMANITARIAN INNOVATION HUB

The Operations Manager will manage the Hub's operational functions, with a focus on finance, HR, work plans, grants and administration.

### THE HUB PURPOSE AND ORGANISATIONAL OVERVIEW

Global humanitarian needs are at an all-time high and expected to continue to rise during the next decade – driven by more complex and longer conflicts, and by fragility and climate change. In response, the humanitarian system needs to make the best use of expertise and available funding - to be more efficient, effective, and accountable - so that appropriate protection and assistance is provided to those that need it, when they need it. Meeting these challenges requires new ways of working: innovation is essential.

In 2018 the Secretary of State for International Development announced the creation of the UK Humanitarian Innovation Hub, recognising that as a global leader in science, technology and innovation, the UK has remarkable capabilities that could be of significant value to addressing humanitarian needs and challenges.

The Hub will support learning across UK funded actors working on humanitarian innovation and develop research that can help UK stakeholders take a more co-ordinated and evidence-informed approach to humanitarian innovation. The Hub will contribute to, and benefit from, establishing links with international co-ordination mechanisms for humanitarian innovation. As well as sharing knowledge and expertise, up to £5 million is available for research investments, convening and wider activities.

The Hub is hosted by Elrha and is fully funded by the UK's Foreign, Commonwealth and Development Office (FCDO). The Hub is an entity with distinct governance and management that, though subject to oversight from Elrha Board of Trustees, will determine its priorities, work plans and activities. The Hub will follow Elrha's operating policies/procedures and will access Elrha's backroom support functions. The Hub will have its own Expert Advisory Group made up of representatives of its stakeholders who will provide strategic guidance, technical advice, and support in its networking functions – experts in science, technology, and innovation, from government, universities, the private sector, and NGOs.

## OPERATIONAL CONTEXT

Elrha operates out of two principal office sites based in Save the Children UK premises in London and Cardiff. The UK Humanitarian Innovation Hub is hosted by Elrha and will operate from London.

## ABOUT THE ROLE

The Operations Manager will manage the Hub's operational functions, with a focus on finance, HR, work plans, grants and administration.

## KEY ACCOUNTABILITIES

### OPERATIONAL SYSTEMS & PROCESSES

- Support the preparation, management and monitoring of the Hub's annual operations plan and monitor risks.
- Manage and monitor the Hub's Service Level Agreement with Elrha, overseeing access to agreed support functions.
- Ensure the Hub adheres to organisational policies and procedures, ensuring team members are aware of updates and can operate them effectively.
- Work closely with the Director to build constructive relationships with Elrha, FCDO and other stakeholders.
- Contribute towards operational reports to the Hub's Steering Group and Expert Advisory Group.

### HR

- Work with Elrha's HR & admin team to manage the recruitment, contracting, onboarding, induction and development of staff.
- Ensure the hub adheres to Elrha's HR policies and procedures.
- Work with Elrha's HR & admin team to ensure all staff have adequate IT resources to be able to fulfil their roles, and that staff have appropriate tools to be able to work safely and effectively from home if required.
- Work with the Director to ensure staff management and review processes are in place for the Hub team.
- Oversee Safeguarding and H&S for the Hub, working in collaboration with Elrha.

### FINANCE & PROCUREMENT

- Work with Elrha's Finance Team to prepare and monitor the Hub's operational and programmatic budgets, ensuring donor compliance and best practice.
- Work with Elrha's Finance Team to implement financial and accounting policies and processes for the Hub.

- Work with the Director to prepare financial management information for both external and internal stakeholders, including the Hub's Steering Group and Elrha.
- Oversee Elrha's transactional processes, including accounts payable and receivable, payroll, staff expenses, credit cards, bank account management, etc.
- Oversee all procurement conducted by the Hub, ensuring compliance with Elrha's policies and procedures.
- Contribute towards financial reports for donors in line with contractual obligations, liaising with Elrha as required.
- Ensure staff are aware of all finance processes and requirements to ensure compliance and smooth functioning of the payment processes.
- Contribute towards the preparation of annual accounts as needed by Elrha.

## GRANTS MANAGEMENT & DUE DILIGENCE

- Support the preparation of calls for research proposals.
- Support the proposal review process as required, including involvement of the Expert Advisory Group in the process.
- Ensure adherence to Elrha's 'mandatory operating procedure' for due diligence on grants.
- Oversee the preparation of contracts and payments for approved research.
- Oversee a portfolio of grantees.

## ADMINISTRATION

- Line management of an Administrative Assistant to support the Hub's operational tasks.
- Be a focal point for responding to key administrative issues.

## OTHER

- Act as key operational focal point between Elrha and the Hub.
- Undertake other activities as delegated by the Director of the Hub or the Elrha Director of Finance and Operations.

The principal accountabilities are not meant to be an exhaustive list of tasks. The need for a high degree of flexibility is required as the Hub grows and develops. The job holder is expected to carry out any other duties that may be required to assist the wider team if within the employee's skills and abilities, whenever reasonably instructed.

## PERSON SPECIFICATION

### ESSENTIAL

- Considerable experience in senior operational delivery roles, including experience working within a charity/ third sector organisation.
- Experience of developing, delivering and monitoring operational plans.

- Experience in the analysis and monitoring of complex budget and financial management information.
- Experience in implementation of operational policies and processes, including procurement.
- Experience of grants management and due diligence
- Excellent communication skills with the ability to present to a broad range of people internally and externally including non-financial specialists.
- Experience line management, including managing staffing processes and procedures.
- Exposure to managing complex stakeholder relationships.
- Good understanding and experience of interagency collaboration and partnerships.
- Strong and proven problem-solving skills.
- Excellent working knowledge of the Microsoft Office package

#### DESIRABLE

- Experience of working within the humanitarian sector.
- Experience of working with a membership organisation / cross-organisational network
- Experience of working within a grant making organisation
- Experience within an environment of shifting priorities and evolving job responsibilities.

#### CHILD PROTECTION – LEVEL 1

Level 1 - the responsibilities of the post do not require you to have contact with children or young people.

*We are committed to the safeguarding and protection of children and vulnerable people in our work. This post is subject to a range of vetting checks including a criminal records disclosure.*