

OPERATIONS MANAGER

Reporting to: Chief Executive Officer
Location: Bristol, UK with opportunity for international travel
Application to: recruitment@mowgli.org.uk
Application Deadline: 12pm GMT - 21st January 2019

Mowgli Mentoring is a small yet growing not-for-profit organisation driving inclusive economic and social change across the Middle East, North and Sub-Saharan Africa. Mowgli was established in 2008, recognising the need in the Middle East and North Africa (MENA) region to stimulate entrepreneurship, change mindsets, strengthen leadership and generate prosperity. In 2017 Mowgli started to expand its work into Sub-Saharan Africa. Our award-winning methodology provides a supportive framework which empowers entrepreneurs, corporate employees, women and youth to unlock their potential and seize new opportunities for personal and professional growth.

Over the past decade Mowgli has worked with philanthropists, and local and international governmental and private sector partners such as FCO/DFID, European Union, European Bank of Reconstruction and Development (EBRD) and the World Bank to deliver mentoring programs between GBP50,000 and GBP500,000 in size across the Middle East, North and Sub-Saharan Africa as well as the UK.

Our focus is on training volunteer professionals as quality 360 degree mentors who are able to empower the personal and professional growth of others). matching them with mentees and providing them with a supportive framework for them to co-develop solid foundations for their mentoring relationships. We have trained more than a thousand mentors who have empowered growth minded individuals to create and retain jobs, increase personal and business income and strengthen their leadership, producing a significant economic and social return on investment.

Mowgli Mentoring is looking to appoint a dynamic and inspiring Operations Manager to oversee, and manage the mentoring projects and delivery team, in line with our strategic objectives and capacity to deliver.

The post holder will manage a small but growing team of six Project Managers and Coordinators, based in four locations; Bristol (UK), Kenya, Jordan and Morocco. French and Arabic language skills are highly desirable given the geographical focus of our work. Experience of having worked with donors such as European Union, UN Women and DfID is required and international travel will be expected with this role.

Position Purpose:

- To work closely with the CEO and Head of Business Development to implement Mowgli's new 5 year strategic plan and input into its direction
- To work closely with the CEO and Head of Business Development to strengthen Mowgli's ability to deliver solid development outcomes, particularly around small business growth and job creation
- To oversee and fully manage the project team to deliver high quality and effective mentoring projects across a range of countries and in line with different donors requirements
- To ensure that all financial and related records and reports correctly reflect international programmes and donor contracts and requirements
- Across Mowgli operations ensure compliance with internal and external policies and procedures as well as donor contracts and regulations
- To promote good management of restricted and unrestricted funds and programmes and institutional donor contracts
- To performance manage, motivate and support the operations team, backstopping when required
- To support fundraising efforts by collaborating with the Head of Business Development to develop proposal budgets
- To develop annual organisational budgets and operating plans for the operations area as well as quarterly reports for the board

Responsibilities:

Project Governance

- Leading on monthly engagement with CEO and Head of Business Development to maintain project governance
- Managing risks, issues, action and learning logs for the operations area
- Leading on the development, distribution and ongoing evaluation of our operational standards, policies and procedures to ensure alignment with brand, quality and safety standards, as well as legal and regulatory requirements

Efficient and Effective Project Delivery

- Ensuring all projects are delivered in accordance with our process and to a high standard of quality
- Planning, managing and ensuring effective project team resourcing, utilisation and efficient time allocation to ensuring quality delivery
- Work with Finance and Administration Manager to prepare financial KPIs for the operations area, quarterly and end of project budget vs. spend reports, projections and proposal budgets
- Focus on reviewing delivery systems, processes and procedures to increase efficiency and effectiveness, specifically through the adoption and utilisation of technology

- Oversight of all project budget management, checking and overseeing expenses and financial authorisation limits, ensuring no overspend and value for money principles are applied throughout delivery
- Overseeing the effective knowledge management of all project related data, information and insights
- Delegating risk, issue and action log development and management
- Contribute to logframe development and tracking
- Working closely with the team to support and improve the quality of monitoring and evaluation (M&E), pre, during and post project learning and knowledge management
- With the Finance and Administration Manager, overseeing all project invoicing and payments

Team Management

- Performance managing, motivating and supporting the team, backstopping when required
- Manage the initial and ongoing contracts of all employees and consultants within the operations area
- Line managing all Project Managers and Senior Project Coordinators (when required) including setting of objectives and learning plans, accountability of delivery and regular performance reviews
- Managing the engagement with the facilitators in collaboration with the Facilitator Lead
- Ensuring effective peer group learning and knowledge sharing

Funder and Contracts Management

- Managing the funder/client relationship as required by the project and as assigned by the CEO
- Overseeing the funder/partner experience and satisfaction through quality delivery and impact reporting in alignment with their requirements

Any other task as requested by the Board and/or CEO.

Qualifications/Requirements:

- Over 4 years experience in a similar role in a start-up, SME or small yet growing not for profit team
- Over 7 years of project management experience delivering semi-complex projects in an international development setting liaising with a range of different stakeholders
- Experience of grant management with funders with large bilateral and multilateral funds such as the European Union, UN Women and DfID

- Extensive experience of managing upwards and downwards, supporting and motivating colleagues and managing for performance
- Ability to analyse systems and processes and determine technology solutions to be adopted to improve effectiveness
- Ability to travel a maximum of twice per quarter for a up to 1 week per trip
- Experience managing culturally diverse teams based in multiple locations
- Experience and understanding of personal and professional mentoring
- Creative project managers who have Project Management qualifications such as Prince II and/or Agility
- Enjoys working in small yet growing teams where there is opportunity for growth
- Takes extreme ownership; managing the process as well as the outcome and leading on the decision making
- Essential fluency in English, French and/or Arabic. Standard Arabic speakers will be given priority.
- Must have the right to work in the UK, we are not able to offer sponsorship for this post

Desirable:

- Experience of working in private sector development in an emerging market context, be it in entrepreneurship programmes, business skills training or investing

What Mowgli Offers:

- Salary range GBP32,000-38,000
- Employer pension contribution
- 22 days of annual leave + public holidays
- Private health insurance

No job description will encompass all tasks and responsibilities required, and being a small organisation we expect the post holder to engage in a range of activities broadly in line with those in the description, and a significant degree and adaptability and flexibility is required.

Application Deadline:

Please send your covering letter and CV with Operations Manager in the subject line to recruitment@mowgli.org.uk by 12pm GMT 21st January 2019.

Should you have any queries about the position, please contact Maia Gedde at maia.gedde@mowgli.org.uk and Kathleen Bury at kathleen.bury@mowgli.org.uk