



Reconnect. Rebuild. Recover

Amna (previously known as Refugee Trauma Initiative)

Job title: Head of Operations (Maternity Cover)	
Team: Operations	Location: Europe / Middle East
Contract Length: 18 months from start date (with a view to extending)	Salary: For UK-based applicants: 60,000 GBP per annum. For international applicants: 45,000 GBP per annum.

Who We Are

Amna means safe in Arabic - representing the core of our work - supporting communities and frontline workers to bring non-clinical mental health support to every person affected by war, conflict and displacement. At Amna, our core values of respect, understanding, curiosity and connection guide everything we do. Our mission is to build community capacity for healing. Our vision is a world where refugees can determine their future unbounded by the impacts of conflict and displacement.

We partner with local organisations and institutions working with displaced communities to set up psychosocial healing services in which individuals and groups can discover and connect to practices that promote their healing and wellbeing. We invest in and train people within these organisations to provide this support, and we help partners build psychosocial interventions in collaboration with refugee communities – all with a values-based, trauma-sensitive and identity-informed approach.

Our partnerships are not limited. We connect partners through our global healing network of peer organisations to exchange learnings and enhance their practices as the network strives to support forcibly displaced communities around the world.

How Will You Make a Difference?

The Head of Operations collaborates closely with the CEO and SLT to oversee and manage Amna's operations, ensuring the seamless delivery of programmes to reach the communities we serve. Responsible for the efficient management of risk management, safety and security, administration and logistics, people and culture, finance, safeguarding, ITC, the role holder plays a key role in maintaining compliance with Amna's guidelines, donors' rules and regulations, and local laws across programmes and operations. The Head of Operations actively contributes to Amna's mission of serving refugee and displaced communities, striving to achieve organisational goals through effective operational management.

The Head of Operations reports to the CEO and is responsible for managing a dedicated team of three, a Finance Manager, People and Culture Manager and an Operations Officer.

Key responsibilities:

1. Comprehensive Risk and Safety Management:

- Conduct risk assessments taking into account the diverse geographical locations of team members, organizational partners, and the nature of projects.

- Assess risks related to grant funding, considering factors such as grant application processes, funding disbursement, and compliance requirements.
- Develop and implement risk management plans specific to partnerships, ensuring alignment with organizational goals.
- Stay informed about international and local regulations impacting the NGO sector, ensuring organizational compliance with legal and regulatory requirements in all operating regions.
- Develop and enforce safety and security protocols tailored to Amna's diverse operational contexts, ensuring staff and partner safety.
- Work closely with relevant teams to integrate risk management into project planning and decision-making processes.
- Work closely with Amna's partners to establish and monitor safety focal points in each operational area, coordinating real-time safety updates and responses.
- Develop emergency preparedness plans, including evacuation and contingency planning, and ensure they are updated.
- Regularly communicate risk assessments, mitigation strategies, and updates to the management team.
- Provide staff training on safety protocols, travel safety, and conflict sensitivity, ensuring readiness to handle security challenges.
- Serve as the primary point of contact for safety and security matters, reporting incidents and managing organizational response protocols.
- Regularly update the Amna's risk registry.

2. Financial Planning and Oversight:

- **Financial Leadership and Planning:** Provide strategic oversight of Amna's financial health and alignment with organisational goals, identifying trends and opportunities for resource optimisation. Collaborate on budgeting processes to ensure efficient and accurate financial forecasting, with a focus on impact-driven allocation.
- **Monitoring and Cost Optimisation:** Work closely with budget holders to implement cost-saving measures, ensuring effective resource distribution across operational areas. Regularly assess and enhance financial planning systems for better efficiency and accuracy.
- **Internal Controls and Reporting:** Oversee high-level financial reporting processes, working with the Finance Manager to ensure clarity, accountability, and strategic alignment. Support the preparation of financial reports for key stakeholders, including the Board, Senior Leadership Team, and donors.
- **Annual Reporting and Compliance:** Lead the preparation of Amna's annual report, highlighting achievements and financial performance. Provide guidance on audit and internal control processes, in coordination with the Finance Manager, to maintain high compliance standards.
- **Due Diligence and Partnerships:** Coordinate with the Finance Manager on due diligence for new partner recruitment, upholding Amna's financial and operational standards.

3. Oversight of People and Culture:

- Responsible for the recruitment and retention strategy.
- Lead recruitment and onboarding processes for senior positions.
- Assess and address skills and knowledge gaps through performance reviews. Ensure organizational development by identifying necessary training modules in collaboration with external trainers.
- Implement initiatives to enhance team capabilities and align skill sets with organizational objectives.
- Champion DEI initiatives within Amna, fostering an inclusive workplace culture that values diversity and ensures equal opportunities for all.
- Act as a custodian of the organizational culture, ensuring that values are upheld within the team and aligned with the mission and vision of Amna.
- Support the overall well-being of staff, aligning with Amna's wellbeing strategy.

- Responsible for health and safety compliance of the team.
- Provide guidance on policy interpretation and compliance, ensuring that all staff members are well-informed and adhere to organizational policies.

4. Robust Safeguarding Implementation:

- Oversee the development and implementation of robust safeguarding policies that align with international standards and best practices.
- Tailor policies to address the specific needs and challenges of a globally distributed team and diverse project locations.
- Conduct annual safeguarding refresher sessions for the team, collaborating with external experts as needed to deliver specialized training programs. Ensure that all staff members, partners, and relevant stakeholders receive updated and comprehensive training on safeguarding principles.
- Investigate any safeguarding concerns or incidents reported within the organization or related to its activities.
- Stay informed about industry trends, legal developments.
- Enhance the organization's safeguarding framework continuously.
- Strengthen Amna's incident investigation and reporting processes, establishing clear protocols to ensure swift response and resolution of safeguarding issues.

5. Effective Administration Management

- Manage contracts with external vendors and contractors, ensuring compliance and optimal value for services.
- Oversee authorization for travel and logistics, including risk assessment for travel to high-risk areas, ensuring comprehensive preparation and insurance coverage.
- Manage internal communication platforms, promoting consistent and clear communication of policies, guidelines, and organizational updates.
- Ensure effective operation of the organization's online platforms.
- Coordinate internal and external events, meetings and conferences.
- Implement best practices to enhance overall efficiency and effectiveness.
- Manage assets and knowledge system to ensure that critical information is accessible and effectively shared across teams.

6. Information Technology (IT):

- Develop and enforce IT policies and procedures to ensure the secure and efficient use of technology resources.
- Establish and manage data backup and recovery procedures.
- Monitor and manage software licenses and coordinate with relevant departments to optimize software usage.
- Plan procurement, installation, and retirement of hardware devices.
- Implement strategies for efficient hardware lifecycle management.
- Oversee the organization's use of cloud services, ensuring security, cost-effectiveness, and optimal performance.

7. Legal and Data Protection Oversight:

- Stay abreast of relevant national and international laws, regulations, and legal developments impacting operations.
- Lead in drafting, reviewing, and negotiating legal documents and contracts.
- Ensure compliance with data protection and privacy laws.

- Develop and implement policies and procedures to safeguard the organization's handling of sensitive information.
- Safeguard the organization's intellectual property rights.
- Develop strategies for the protection and enforcement of trademarks, copyrights, and other intellectual assets.
- Ensure all Amna's staff are well informed and trained in data handling and protection.

Qualifications and Experience:

- Expert qualification (Qualified accountant) or in at least one relevant area demonstrating advanced proficiency and specialized knowledge.
- Minimum of 8-10 years of progressive experience in managerial roles within international/NGO organizations, with a focus on HR, administration, IT, financial management, risk management and legal affairs.
- Understanding of UK Charity Commission regulations.
- Experience with cloud services and knowledge of IT policies and procedures.
- Deep understanding of DEI principles and proven experience in championing DEI initiatives within organizations.
- Extensive experience in financial planning, budgeting, and grant management within the NGO sector.
- Expertise in conducting risk assessments, developing risk management plans, and ensuring compliance with international and local regulations.
- In-depth knowledge of safeguarding principles, policies, and practices within international organizations.
- Demonstrated commitment to the mission of supporting refugees and displaced communities.
- Ability to inspire and motivate others through optimism and dedication to the cause.
- Extensive experience in managing culturally and linguistically diverse teams.
- Proven experience in managing operations within fast paced, remote environments demonstrating adaptability and strategic foresight in dynamic contexts.
- Ability to foster an inclusive and collaborative work environment.
- Proactive problem-solving mindset.

Work Location And Environment:

This role is a remote job opportunity, and open to applicants in Europe and Middle East. We especially encourage candidates from countries where Amna has established partnerships, including Ukraine and the Middle East.

Amna offers a hybrid working environment to its employees allowing for a blend of remote and in-person work.

Please note that the nature of working environment and hybrid schedule may be adjusted as per the organisation's evolving needs.

Remuneration Package

For applicants based in the UK: 60,000 GBP per annum

For international applicants: 45,000 GBP per annum

At Amna we are committed to attracting and retaining top talent by offering competitive compensation and benefit packages. We believe in rewarding talent and expertise at a level that corresponds with the local

market conditions, ensuring that all our team members are fairly compensated for their skills and contributions.

Commitment to Diversity, Equity, and Inclusion

Amna is committed to fostering a diverse and inclusive workplace where all employees are valued, respected, and empowered to contribute their unique perspectives and talents.

As an equal opportunity employer, we do not discriminate on the basis of race, religion, color, ethnicity, sex, gender, sexual orientation, age, marital status or disabilities status.

Applications are strongly encouraged from people with lived experience as refugees or displacement.

How to Apply:

To be considered for this opportunity, please submit your CV along with your responses to two of the following questions to hr@amna.org by **24th November 2024**:

- How have you previously balanced the need for security and risk management with the operational needs of an organization? Provide an example that demonstrates your ability to maintain a safe environment while supporting programmatic or strategic goals.
- Amna values diversity, equity, and inclusion in all its operations. How would you ensure that risk management and safeguarding practices are inclusive and culturally sensitive across diverse communities and international teams?
- Describe your experience with coordinating logistics for remote teams, especially in high-risk regions. How did you address challenges related to communication, resource allocation, and emergency preparedness?
- Describe your management style and provide examples of instances where you led a highly performing team.

For more information on Amna's work please visit our website: www.amna.org

Due to the urgency of the role, qualified applicants may be invited to interview at any point during the application process. We strongly encourage candidates to apply before the deadline.

Only Shortlisted candidates will be contacted.