

The Voice Inc. | Terms of Reference 2024 | Operations Manager

Position	Operations Manager
Reporting to	Executive Director
Location	Port Moresby, The Voice Inc Head Quarters
Objective	Manage all The Voice Inc (TVI) operational elements.
Background	<p>The Voice Inc is a dynamic Papua New Guinean development organisation that supports individuals and groups to progress positive change in their nation, communities and in public and social policy. TVI has been operating for over 17 years and supported thousands of young people, groups and organisations across 12 provinces.</p> <p>TVI is implementing the Local Leadership and Collective Action Program (LLCAP), supported by the Australian Government through the Building Community Engagement in Papua New Guinea (PNG) program. LLCAP aims to support public policy reform and improved implementation on key development issues facing PNG.</p>
Key Responsibilities	<p>The Operations Manager is a member of the TVI leadership team and oversees all operational aspects of TVI’s work including in implementing its ‘local leadership and collective action program’. The operations manager manages a number of sub-teams to deliver on the following responsibilities;</p> <ol style="list-style-type: none"> 1. Financial Management and Reporting <ol style="list-style-type: none"> a. Ensure all financial reports are completed and submitted on time b. Manage all funding requests, cash flow and bank accounts c. Track budget to actual expenditure and provide real time reports to relevant managers d. Ensure all audits are completed on time e. Ensure all tax returns are completed on time 2. Contract management and procurement <ol style="list-style-type: none"> a. Oversees all sub-contracts, working with program managers to ensure contract deliverables are met and invoices paid b. Oversees the pipeline of procurements, from development of terms of reference through to contracting c. Works with senior managers to plan procurements and with the TVI Board when required to create procurement panels 3. Partner agreements and reporting <ol style="list-style-type: none"> a. Supports the Executive Director to manage the timeline of partner agreement deliverables and reporting b. Ensures that financial reporting deliverables are prepared and sent to partners on time c. Contributes to partner reports as needed on operational matters

	<p>4. Office Management, Logistics and Administration</p> <ul style="list-style-type: none"> a. Oversees the office team, ensuring all the office spaces run effectively b. Oversees staff responsible for logistics, travel, petty cash and general administration tasks c. Works with the IT and communications manager to ensures that office software and licences are up to date and paid d. Works with the IT manager to ensure IT hardware is maintained and procured for new staff as needed e. Ensures the asset register and office inventory are up to date <p>5. Human Resource Management</p> <ul style="list-style-type: none"> a. Oversees staff to deliver the process of recruitment from supporting development of job descriptions through to contracting and induction b. Coordinates annual and other performance reviews, logistics, preparation of documents etc c. Manages staff leave processes, leave tracking and staff records d. Oversees staff exit processes <p>6. Security & Safety</p> <ul style="list-style-type: none"> a. Works with executive Director to ensures that office and staff are safe while working b. Liaises with office building security staff to ensure TVI spaces are safe c. Works with the risk and compliance manager and other senior manager to review staff travel and safety plans before travel is approved <p>7. Policy and Procedures</p> <ul style="list-style-type: none"> a. Ensures that operational policy and procedures, including the operations manual are up to date b. Organises training as needed for staff in operational procedures eg. procurement policy
<p>Relationships and Reporting</p>	<p>The Operations Manager reports to the Executive Director and works collaboratively with all senior managers.</p> <p>The operations manager has a number of direct reports; finance manager, IT manager (on internal IT work), office manager, logistics officers. Plus a collaborative relationship with the Risk and Compliance Manager/ team.</p>
<p>Selection Criteria</p>	<ul style="list-style-type: none"> 1. Bachelor’s degree in Project Management, Business Administration, Logistics or similar with at least five (5) years’ experience in the management of organizational operations (in PNG an advantage) 2. Strong ability to lead and manage effectively; and an exceptional work ethic 3. Strong financial management skills including budget development and oversight experience

	<ol style="list-style-type: none">4. Experience in human resource management5. Experience in organizational security and safety6. Well-developed oral and written Tok Pising and English language skills
Remuneration	Competitive salary package
Application Process	<p>To apply please email:</p> <ol style="list-style-type: none">1. Your Resume2. Response to selection criteria of no more than 2 pages3. Optional Cover letter of no more than 1 page <p>To: info@thevoicepng.org</p> <p>Deadline for applications is Friday 3rd of May, 2024. For more information call: 7203 2055 or email us on the above address.</p>