

Role Profile

Overview	
Role	Head of Programme Operations
Main Purpose	To manage the successful implementation and achievement of strategic programme objectives in the UK and internationally in conjunction with the International Programme Director.
Department	Programmes
Location	Head Office, Manchester
Reporting To	International Programme Director (IPD)
Direct Reports	Country Directors, UK Programme Director, Director of Legal Policy, MEL Manager
Main Duties	
<ul style="list-style-type: none"> • Direct the implementation of the Programme function of Hope for Justice (including investigations; advocacy; legal; survivor support; monitoring, evaluation and learning; and training) across all areas of operation in line with the Programme strategy • Manage up to eight direct line reports including Country Directors, ensuring an effective system for monitoring and reporting the quality of services, targets and outcomes • Ensure effective and secure budgetary control of Programme finances and expenditures • Support the operational activities of Programme staff, and provide strategic input to solve problems and resolve conflict • Direct, scope, and evaluate opportunities in collaboration with the wider Executive for potential programmatic expansion producing baselines studies and making recommendations to the Executive Team • Ensure, in conjunction with Country Directors, that there is proper analysis and reporting of risks which could impact Hope for Justice programmes, staff and beneficiaries • Assist the International Programme Director to foster and develop organisational culture with programme staff in all countries • Establish and continually review best practice standards and frameworks for reporting and make recommendations to International Programme Director as appropriate 	

Key Results Areas

- Meeting programme objectives for beneficiaries across all Hope for Justice programmes
- Defining all Programme activities in line with our organisational theory of change
- Aligning all programmes with the key strategic priorities of: Prevent, Rescue, Restore, Reform
- Identifying new opportunities for Programme expansion
- Implementing Standard Operating Procedures
- Developing the team to ensure consistent standards of management and execution across the Programme

Soft Skills

- Excellent leadership skills
- Managing & developing senior staff
- Excellent interpersonal and networking skills
- Highly motivated with a passion for achieving our organisational aims
- Organised and methodical
- Critical thinking/Problem solving
- Innovative and creative
- Decision-making
- Discretion
- Integrity

Technical Skills

- Excellent written and spoken English
- Proficient report writing
- Risk management
- IT literate
- Technical knowledge of modern slavery (desirable)

Experience & Education

- Minimum of 7 years' experience of directing operations and programmes at a senior level in a related area with an International NGO or public sector organisation and a successful track record of leading and managing multi-disciplinary teams in an international context (NB this is an essential requirement)
- Experience and knowledge of managing budgets and control processes
- Demonstrable experience of building effective relationships, engaging with internal and external stakeholders