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Loden Foundation

Thimphu: Bhutan | P.O. Box. 131

Tele: +975-77193322 / +975-77195599

Email: info@loden.org

www.loden.org

TERMS OF REFERENCE: Operations Manager (ADM, HR and Finance)

Background

Loden Foundation currently has 12 staff at the Thimphu office and 6 ECCD instructors in the field.

It has been identified that the need to finetune and establish progressive processes related to performance, administration and financials is important to further strengthen its internal team to maximize the impact we can make.

The recruit with the Guidance of the Board of Trustees and the Executive would be able to showcase their knowledge and skill, and be able to contribute in establishing and further enhancing a strong work culture at the foundation.

Position Summary

Under the guidance and direct supervision of the Executive Director, the Operations Manager provides leadership in the execution of the full range of operations services ensuring their effectiveness, transparency and integrity. The incumbent services, the needs of units housed at the Loden Head Office and of the field staff.

The Operations Manager promotes a collaborative, client-oriented approach and promotes the maintenance of staff wellbeing and morale.

As mentioned, the current vacancy is being shared for **Operations Manager**. The foundation would like to receive applications from individuals with a Master in Business Administration with at least 3 years of related work experience or individuals with 5 to 10 years of related work experience, if without an MBA but a bachelor degree.

The foundation is taking an open approach to receiving applications from a diverse range and in the interviewing process, identify the individual we deem fit for the responsibility.

Planned Scope of Work

Year 1 (2023)	Year 2 (2024)
Focus on HR and Admin needs	Add on responsibilities of finances

* *Administrative Assistant, Accounts Officer, Legal Officer to assist the operations manager*



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Duties and Responsibilities:

1. Ensures the development, deployment, administration and implementation of HR strategies and policies, adapts processes and procedures focusing on achievement of the following results:
 - Develop and prepare for deployment of a Human Resource Performance Appraisal System/Process
 - Do inhouse capacity building of the team
 - Roll out a fully operational HR System
 - Provision of advice and information on strategies, keeping abreast of changes in rules and regulations, implementation of personnel rules, strategic use of contractual modalities, application of entitlements, change management processes.

2. Ensures proper staff performance management and career development focusing on achievement of the following results:
 - Facilitate and act as the knowledge resource and advisor in all matters of performance appraisal process, in line with the Service Policy, and maintenance of the related data, acting as the Competency Assessment (CA) Focal Person.
 - Lead in preparation of the Office Learning plan and individual learning plans in consultation with the Executive Director.

3. Ensures effective administration of human resources and interface with finance colleagues focusing on achievement of the following results:
 - Organization and coordination of recruitment process including drafting/reviewing and providing guidance on job description, job classification process for submission to, vacancy announcements, screening of candidates, setting up and participation in interview panels, writing of interview reports and preparing submissions and provide advice and guidance on recruitment processes;
 - Administration and management of rosters;
 - Preparation of job classification;
 - Performance of other related duties whenever required



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4. Ensures facilitation of knowledge building and knowledge sharing in the Office focusing on achievement of the following results:
 - Organization of trainings for the staff on internal HR procedures and policies;
 - Synthesis of lessons learnt and best practices in Human Resources;
 - Sound contributions to knowledge networks and communities of practice.

5. Regular Administration and Management: S/he is responsible for monitoring and implementing the day-to-day administration within the office. In particular, tasks include:
 - Monitor and report the attendance of the staff, field staff, and/or interns to and from office and during office hours and come up with an overall comprehensive HRD plan for loden including training needs and staff assessment
 - Monitor the code of conduct within the office
 - Oversee efficient use of the office pool vehicle and regular vehicle maintenance
 - Ensure monthly meetings are coordinated
 - Be responsible for any ad-hoc tea & snacks or catering for incoming guest (s) in the office
 - Oversee the work of the interns at all times in consultation with the immediate staff supervisor assigned to the interns
 - Consult the Executive Director on any local capacity-building training opportunities available
 - update of the employees in the Board meeting

6. Financial Oversight:
 - Starting the second year, the Operations Manager will have to make financial reporting and provide financial guidance to the Loden Foundation.
 - You will be assisted by the accounts officer for daily operational tasks

7. Procurement of Goods and Services:
 - S/he will be responsible for calling all annual quotations for any goods and services. This will also include calling for spot quotations.
 - S/he must have the highest ethical practice in the procurement and strictly maintain a file with all documents.



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8. Inventory of Goods:

- S/he will strictly maintain an inventory of office property that includes fixed assets, equipment, furniture, office supplies etc.

9. Publications:

- S/he will take the responsibility of distribution and maintaining proper records of all publications.
- Maintain a general list of all individuals or institutions where publications need to be distributed

10. Program-related activities:

- The Operations Manager works closely with the program staff and takes the lead in carrying out tasks such as
- Program logistics – stationery, catering, hotel bookings, and any other
- Processing visa and route permits for incoming international resource persons
- Arrange logistics for resource persons and staff on official tour within Bhutan
- Networking
- Represent Loden Foundation at relevant and necessary official events in Bhutan during office or after office hours as instructed by the Executive Director.
- The Operations Manager will ensure the timely renewal of all official licenses and documents.
- The position is also required and should be willing to take on any ad-hoc task assigned by the Executive Director.



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Minimum Qualification and Competencies

1. Education/Experience:

- Preferably an MBA with at least 3 years of related work experience or
- 5 to 10 years of operations work experience with a BBA or a Bachelor's Degree with Specialization in Human Resource and Administration
- Work experience in a related field and proven track record in the related field would be a plus point
- Excellent communication skills
- Strong ability to organize and prioritize workload and meet deadlines
- Must possess high integrity and work ethics
- Demonstrable commitment to or experience in humanitarian work
- Computer literate
- Knowledgeable about the mechanisms of the Bhutanese government, law, and social policy
- Ability to travel, and work independently as well as in a team.

2. Competencies:

Functional Competencies:

- Analyzes general information and selects materials in support of partnership building initiatives;
- Researches best practices and proposes new, more effective ways of doing things;
- Understands the main processes and methods of work regarding to the position;
- Identifies new and better approaches to work processes and incorporates same in own work;
- Strives to keep job knowledge up-to-date through self-directed study and other means of learning;
- Demonstrates good knowledge of information technology and applies it in work assignments;
- Documents “best practices” in organizational change and development within and outside the organization;
- Demonstrates ability to identify problems and proposes solutions;
- Uses information/databases/other management systems;
- Provides inputs to the development of simple system components;
- Makes recommendations related to work procedures and implementation of HR management systems;
- Reports to internal and external clients in a timely and appropriate manner;
- Organizes and prioritizes work schedule to meet client needs and deadlines



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- Establishes, builds and sustains effective relationships within the work unit and with internal and external clients;
- Responds to client needs promptly;
- Gathers and disseminates information on best practice in accountability and results-based management systems;
- Prepares timely inputs to reports.

Core Competencies:

- Demonstrating/safeguarding ethics and integrity;
- Demonstrate knowledge and sound judgment;
- Self-development, initiative-taking;
- Acting as a team player and facilitating team work;
- Facilitating and encouraging open communication in the team, communicating effectively;
- Creating synergies through self-control;
- Managing conflict;
- Learning and sharing knowledge and encouraging the learning of others. Promoting learning and knowledge management/sharing is the responsibility of each staff member;
- Informed and transparent decision making



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Terms and Conditions

Probation Period

A probation period of six months shall apply:

- The period shall be viewed as a period of trial where the organization assesses the competence, character, aptitude, discipline, and suitability of the candidate.
- The newly recruited employee will not receive any additional benefits during the first six months of employment.
- After a six month probation period, the employee will be considered a full-time employee of the Loden Foundation.

Remuneration Range of Operations Manager

A. Income from Salary	Amount (Nu)
Basic salary	40000 to 50000
Local travel allowance	1,500
Local communications allowance	
Gross Salary	
B. Deductions	Amount (Nu) Based on the salary level
Provident fund	
Health contribution	
TDS	
GIS	
Salary advance	