

## **Operations Manager**

We are looking for an Operations Manager to lead our team in Bukit Lawang, North Sumatra!

- Do you have experience leading projects and managing teams?
- Are you passionate about education and conservation?
- Are you looking for a role which brings adventure and challenge in bucketloads?

The Operations Manager leads Bukit Lawang Trust's management team at our community hub in North Sumatra. The Operations Manager oversees the delivery, monitoring and evaluation of all programmes, including beneficiary data collection, impact monitoring and reporting to Trustees and donors. They oversee the establishment and management of all in-country partnerships and relationships. They are committed to developing the Bukit Lawang Trust and its programmes and ensure compliance with relevant policies, processes and standards alongside the Trust's two Program Managers. The Operations Manager acts as Headteacher or 'Kepala Sekolah' here at the Community Hub and School has overall responsibility for the quality, impact and safe delivery of Bukit Lawang Trust's portfolio in Indonesia.

### **Contract:**

- 12 Months (Rolling)
- Competitive local salary and package including accommodation and food

### **Requirements for the role:**

#### Essential:

- Leadership experience involving managing teams and leading on projects
- High level of English - spoken and written
- Proficient in using computer programmes including; all Office applications, Google Drive and a good level of computer literacy

#### Desired:

- Teaching or educational background experience will be beneficial although this is not a 'teaching' role
- English teaching experience or TEFL qualification would be beneficial but is not essential
- Experience of delivering staff training
- Financial reporting experience
- Marketing and/or Social Media experience of posting updates, writing newsletters and reports

### **Location:**

- Bukit Lawang, with some travel to Medan.

### **Key responsibilities:**

- Lead on the development, implementation, monitoring and review of Bukit Lawang Trust's country strategy for Indonesia.
- Have overall responsibility for all operational decision making on the ground in Indonesia.
- Ensure that Bukit Lawang Trust Indonesia has strong working relationships with the Government of the Democratic Republic of Indonesia and all relevant regional and national institutions.

- Oversee regular programmatic, communication and safety updates for all relevant internal stakeholders, consistent with the political, social and economic realities of Indonesia.
- Maintain close working relationship with Bukit Lawang Trust UK office (The Board of Trustees), ensuring that Bukit Lawang Trust's policies and quality standards are maintained across all operations.

**Partnerships and Fundraising:**

- Build effective, collaborative and accountable relationships with regional and national partners to help improve the Trust's operational capacity to deliver the 17 sustainable development goals on the ground in Indonesia.
- Work with the Programme Managers to oversee local fundraising events and online fundraisers.

**Finance Management:**

- Be accountable for all aspects of Bukit Lawang Trust Indonesia's financial and people management alongside the Programme Managers.
- Lead on financial planning and forecasting, procurement, budgeting, cash flow, investment priorities, and operational financial policy, in consultation with the BLT's Board of Trustees and Treasurer.
- Oversee the effective financial reporting processes across Bukit Lawang Trusts operations, in consultation with the Bukit Lawang Trust Treasurer.

**Human Resource management:**

- Oversee staff recruitment, contracts and HR administration, welfare and benefits and exit processes with support from the Programme Managers.
- Establish and monitor staff performance and development against operational and strategic goals, including overseeing of annual appraisals & working with program managers at project sites to respond to feedback in monthly 1:1s.
- Ensure all staff and volunteers receive timely and appropriate training for their roles.
- Line-manage staff team and support Programme Coordinators to manage international volunteers in order to ensure good performance of all members within the Trust Hub.

**Operations and Governance:**

- Maintain up-to-date knowledge and understanding of all governance and compliance issues and requirements in Indonesia
- Support Programme Managers to oversee the running of various projects and programmes through our Trust in Sumatra.
- Ensure the Trust is meeting its objectives as per the targets established in conjunction with our Trustees.
- Oversee the recruitment, training and personal/social development of Trust volunteers.
- Maintain excellent records of Immigration documentation for all international staff and volunteers and ensure all staff visas are updated in a timely fashion.

**Programme Development, Implementation and Reporting:**

- Carry out strategic monitoring of all relationships with partner NGOs and other stakeholders, and support the Programme Managers as required.
- Support the Bukit Lawang Trust Programme Managers to:
  - Ensure project delivery meets agreed standards and contractual obligations, whether with government, individuals, donors, partner NGOs or corporates.

- Maintain an excellent and current understanding of donor requirements and expectations, producing reports in a timely manner. Ensure that programmatic delivery is meeting the expectations of the Trust's donors and sponsors.
- Ensure the effective implementation of all programmes, upheld by robust monitoring, evaluation, assessment and training.

**Safety:**

- Oversee the development, and implementation of Bukit Lawang Trusts Emergency Action Plans and subsequent staff training.
- Ensure the delivery of appropriate, high-quality safety, security, and safeguarding systems
- Carry out the responsibilities of Designated Safeguarding Lead (DSL) in Indonesia and lead annual refresher training for all staff.
- Complete annual refresher training for safeguarding to be DSL.
- Ensure all personal data about staff and volunteers is stored securely on the Drive in accordance with GDPR.

**Communications and marketing:**

- Ensure high standards of communication between all parties through our inboxes, social media, website and all other verbal and written correspondence.
- Create newsletters, reports and marketing materials to share and support the work of the Trust.

**We offer:**

- The opportunity to work in an established and successful NGO with 20 years of experience
- A competitive local salary
- Free accommodation and meals while working
- A supportive board of Trustees
- The opportunity to work with a diverse team of change-makers in a stunning natural environment!
- Opportunities for jungle trekking in the Gunung Leuser National Park both with Youth Ranger classes and as part of the volunteer cycle at least once per year.
- Taking part in volunteer activities including workshops and Phase Review weekends as part of the Volunteer Journey.

**If you would like to apply for this position or to find out more, please contact us at [info@bukitlawangtrust.org](mailto:info@bukitlawangtrust.org).**