

## DIRECTOR OF PROJECT OPERATIONS

Role	Director of Project Operations		
Division	Operations	Team	Project Operations
Reports to	Chief Operating Officer	Direct reports	3-6
Safeguarding Responsibility	ISD's External Safeguarding Officer, responsible for safeguarding of all non-staff engaged in or by ISD's work		
Budgetary responsibility	c. £6-7 million	Resource responsibility	Any specific non-financial resources the role is responsible for
Contract	Fixed Term (12 months)		
Salary	£75,000 - £80,000 per annum		
Location	London / Remote		

### About ISD

ISD is a global think and do tank dedicated to powering solutions to hate, polarization and extremism. Combining research and analysis with government advisory work and program delivery around the world, ISD works to implement real-world, evidence-based responses to these challenges.

As an independent, international, non-profit organisation with teams in London, Amman, Beirut, Berlin, Nairobi, Paris and Washington DC, ISD enjoys strategic partnerships with some of the world's leading universities and supports more than a dozen prominent governments and international institutions in safeguarding human rights and stemming the rise of extremism and hate.

### About the Project Operations Team

Sitting centrally within ISD's global operations department, the Project Operations team is responsible for oversight of the effective delivery of all ISD's work, supporting project teams at each stage of the project management lifecycle. ISD is currently implementing over 45 active projects internationally, working across the 3As of our theory of change – analysis, advisory and action.

The Project Operations team covers project finance, grant management, project operations and donor compliance, and provides operational support on a range of areas including project management, procurement, partnerships, risk management and business development.

### Role Purpose

The Director of Project Operations is the most senior operational lead and sign-off on all ISD projects globally, reporting directly to and working in close collaboration with the COO and Senior Leadership Team.

The post holder has responsibility for:

- Ensuring the effective delivery of ISD's project portfolio, to time and to budget, in accordance with all applicable donor and legislative obligations.

- Upholding ISD operational policies and processes in the context of business development, to ensure all projects in the pipeline are operationally robust
- Maintaining and improving ISD's policies, processes and infrastructure in order to successfully manage project operations.

## **Responsibilities**

### **1. Project financial management (30%)**

- Oversee the financial management of all projects, including tracking income and expenditure at both project and organisational level, to report to Leadership and the Board
- Provide review and sign off on all budgets submitted to donors by ISD
- Ensure that ISD produces accurate and timely financial reporting for donors
- With the COO and Head of Finance, develop and monitor the organisation's annual budget and provide analysis of financial performance to the Senior Team
- Manage ISD's salary allocation system in order to ensure staff costs are accurately charged to projects in compliance with applicable donor regulations
- Contribute to continuous improvement of ISD's financial management processes

### **2. Project management (20%)**

- Oversee ISD's project portfolio to ensure all active projects are being delivered on time, to budget, and in accordance with donor conditions
- Troubleshoot any operational problems in relation to project delivery and work with Heads of team and Senior Managers to resolve operational challenges
- Lead the allocation of operational resources to projects and ensure all projects have adequate operational support

### **3. Grant management and compliance (20%)**

- Review and sign-off on all contracts entered into on behalf of the organisation in relation to projects, be it with donors, contractors, service providers or awardees
- Provide oversight and guidance to teams on operational aspects of all projects, including finance, legal and compliance
- Oversee and sign off all donor reporting and ensure ISD remains compliant with donor regulations

### **4. Project operations systems development (20%)**

- Develop cross-organisational systems and processes to ensure robust and effective grant and project management across the organisation
- Oversee the development and provision of training and support to project teams on grant management, project financial management and other key operational systems
- Lead the development of an annual operational planning for ISD's project portfolio and deliver key cross-organisational projects improving ISD's overall operational efficiency in areas such as project management software, procurement, and project management
- Support the delivery of continuous systems improvement through innovating, trialing and rolling out new processes and efficiency solutions
- Work with the COO to ensure sound operational planning and development across ISD's different international entities

### **5. Leadership and senior management (10%)**

- Oversee the work of the Project Operations team and line manage six direct reports
- Play an active role in ISD's Senior Team
- Represent ISD externally with donors and partners
- Lead by example and embody ISD's values and culture
- Deputize for the COO when necessary

## Person Specification

	Essential	Desirable
<b>Knowledge, training and qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to university degree level in a relevant field or discipline</li> <li>• Knowledge of charity business model and operating environment</li> <li>• Strong understanding of project management methodologies</li> </ul>	<ul style="list-style-type: none"> <li>• Master's level degree in business, management or finance</li> <li>• Formal project management qualification</li> <li>• Knowledge of organizational development and HR</li> <li>• Working knowledge of QuickBooks accounting software</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Budget development and management at both project and organisational level</li> <li>• Proposal development and donor reporting</li> <li>• Exceptional attention to detail</li> <li>• Excellent oral and written communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Accountancy qualification</li> <li>• Advanced Excel skills</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• 5+ years' experience in a relevant operations/ management role</li> <li>• Managing £1m+ projects budgets</li> <li>• Track-record working with government, corporate and philanthropic donors</li> <li>• Acting as signatory for donor contracts and other organisational contractual commitments</li> <li>• Team leadership and line management</li> </ul>	<ul style="list-style-type: none"> <li>• International programme management and field experience</li> <li>• Delivering external project audits</li> <li>• Change management</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• Leadership and influencing</li> <li>• Self-starter</li> <li>• Detail-driven</li> <li>• Common sense</li> <li>• Tenacity</li> </ul>	
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>• Willing and able to travel internationally as required</li> <li>• High levels of personal and professional integrity</li> </ul>	<ul style="list-style-type: none"> <li>• Second language (French, German or Arabic)</li> </ul>