

## JOB DESCRIPTION – HEAD OF OPERATIONS/SENIOR MANAGER

| Role                               | Head/Senior Manager of Operations                 |                                |   |
|------------------------------------|---|--------------------------------|---|
| <b>Reports to</b>                  | Executive Director, ISD Germany / COO, ISD Global | <b>Direct reports</b>          | Project Operations Manager, Project Finance Manager. (Oversight of team of 4 people.) |
| <b>Budgetary responsibility</b>    | Approx. EUR 2,000,000 annually                    | <b>Resource responsibility</b> | Oversight of all of ISD Germany's key administrative processes                        |
| <b>Safeguarding responsibility</b> | Focal point for ISD Germany                       | <b>Key relationships</b>       | ISD Global programme teams, operations team, Germany leadership                       |
| <b>Contract</b>                    | Full Time, permanent                              | <b>Location</b>                | Berlin  |
| <b>Salary</b>                      | TvOD 13.2 - 14.4 depending on experience          | <b>Level</b>                   | Head / Senior Manager   |

### About ISD

ISD is a global think and do tank dedicated to safeguarding democracy and human rights, and delivering solutions to weaponized hate, polarization, disinformation and extremism around the world. Combining research and analysis with government advisory work and the design and delivery of international training, education and communications programs, ISD works to implement real-world, evidence-based responses to these challenges. ISD has teams in London, Amman, Berlin, Nairobi, Paris and Washington DC.

### Role Purpose

The Head of Operations / Senior Manager plays a critical role in supporting the scale-up and delivery of ISD's ambitious programming and grants in Germany. The ISD Germany team and project portfolio has grown significantly over the past three years and, as a result, the Germany Operations team is also expanding. The Head of Operations will oversee the implementation of this growing portfolio, delivering projects in multiple locations beyond Germany and working closely with other ISD entities, administering funds for a variety of donors from foundations, traditional donors and the German government. They will also ensure the good running of ISD Germany, including structures and processes for financial control, human resources, IT, legal and office management, as well as playing an oversight role across our portfolio of 9 projects (total value €7.8 million) plus a further 11 opportunities in the pipeline. The job-holder will lead a team of four people (line management of two) covering operations, project management and financial management, engaging across all aspects of ISD Germany's business and interacting closely with other ISD offices around the world.

Working closely with ISD Germany's Executive Director and senior team, as well as close collaboration with ISD's global Operations Team based in the UK, this is a pivotal role in supporting ISD Germany's continuing journey from a small start-up into a fully-fledged organisation. The role is perfect for an individual wanting to make their mark on a rapidly-growing, mission-driven organisation with global ambition at a crucial stage of its expansion. The post holder will be comfortable rolling up their sleeves, taking the initiative and driving work forwards in a fast-paced working environment.

This is a complex and important role for ISD Germany and ISD globally. The following section demonstrates the full potential scope of this role. We welcome candidates who can demonstrate competence in all areas but also recognise that many candidates will have particularly strengths in some areas of work and will equally welcome those candidates to apply. The job level at either Senior Manager or Head-level will be determined based on the selection of the successful candidate.

## **Responsibilities**

Oversee all ISD Germany's administrative functions (project management, finance, human resources, IT, legal and office management), in coordination with ISD's global operations team.

### **1. Leadership (10%)**

- Lead ISD Germany's operations team members of current 3 members plus one to be recruited.
- Directly manage the Project Operations Manager and co-manage the EU Grants Manager jointly with the Director of Project Operations (based in ISD UK).
- Collaborate closely with ISD UK's Project Operations Coordinator, responsible for managing inter-entity project between ISD Germany and other ISD entities.
- Contribute to the development of ISD Germany's longer-term strategic planning

### **2. Legal, Compliance & Governance (20%)**

- Ensure ISD Germany gGmbH is managed in accordance with relevant German law and regulations
- Prepare annual tax returns, working with ISD Germany's tax adviser.
- Oversee contract management for staff, contractors and service providers employed by ISD Germany
- Establish systems and processes to ensure ISD Germany projects adhere to all German Federal Government regulations and other donor regulations as required
- Work closely with ISD Germany's Executive Director and ISD Global's Chief Operating Officer on special legal and compliance projects
- Maintain oversight of human resources to contribute to planning, recruitment and decision-making on HR matters, with a focus on legal aspects, such as employment contracts and labour law

### **3. Finance (40%)**

- Oversee ISD Germany's entire finance processes, incl. financial accounting, reporting, audits, taxes
- Manage the external payroll provider to ensure our payroll process, incl. payroll accounting
- Supervise the Project Operations Manager on financial administration for all ISD Germany's projects, such as budget tracking, reporting and invoice monitoring, and ensure compliance with donor regulations
- Create and monitor budget-to-actuals on a monthly basis, anticipating any issues and escalating these as required
- Coordinate the preparation of donor audits, supported by Project Leads and the Project Finance Coordinator.
- Lead the Project Finance Coordinator in doing the financial accounting for ISD Germany in consultation with ISD UK's Head of Finance and our tax advisors

#### 4. Project Development & Management (30%)

- Ensure that ISD Germany’s project portfolio operates in compliance with German legal frameworks and ISD rules, procedures and best practices.
- Overall responsibility for the good running of ISD Germany’s project portfolio, ensuring that all grants are implemented on time and on-budget, supported by the EU Grants Manager and Project Operations Coordinator.
- Support the identification of new funding opportunities and the development of new proposals from a financial and legal perspective, led by ISD Germany or where ISD Germany contributes to the work of other entities.
- Lead the development of more efficient and effective policies, systems and processes to support the delivery of ISD Germany’s projects

## PERSON SPECIFICATION

### Expectations

We expect all staff, consultants and volunteers to:

- Commit to ISD’s vision, mission and Guiding Principles
- Foster diversity, inclusivity and equality of opportunity at ISD
- Demonstrate respect for others and safeguard those who are vulnerable
- Carry out their duties in accordance with ISD’s policies and procedures
- Adhere to risk management and security instructions at all times

We endeavor to recruit a range of candidates into ISD, to strengthen our team and contribute to our inclusive organisational culture. We particularly welcome applications from candidates currently underrepresented across ISD – including those from diverse ethnic and socio-economic backgrounds, those with disabilities, and members of the LGBTQ+ community. We have tried to make this recruitment process as accessible as possible, but please let us know if you have any access requirements that you would like us to be aware of during this process.

### Competencies

These reflect ISD’s Guiding Principles which we expect all members of the team to embody, regardless of seniority and role. How these competencies are assessed is outlined in ISD’s Performance Review Process.

| Guiding Principles | Competencies   |
|--------------------|--|
| Integrity          | <ul style="list-style-type: none"> <li>• Personal integrity</li> <li>• Focus on quality</li> </ul>           |
| Collaboration      | <ul style="list-style-type: none"> <li>• Respect for others</li> <li>• Commitment to the team</li> </ul>     |
| Agility            | <ul style="list-style-type: none"> <li>• Efficiency and effectiveness</li> <li>• Growth mindset</li> </ul>   |
| Courage            | <ul style="list-style-type: none"> <li>• Strategic thinking</li> <li>• Passion for driving change</li> </ul> |

### Specific Requirements

These are a priority for this specific role, and form part of our assessment during recruitment, probation and ongoing performance management. They are also a framework for focusing continuing professional and personal development.

|   | <b>Essential</b>  | <b>Desirable</b>  |
|---|---|---|
| <b>Knowledge, training and qualifications</b> | <ul style="list-style-type: none"> <li>• Degree-level qualification or equivalent</li> <li>• Strong understanding of German Federal Government regulations</li> <li>• Excellent knowledge of organisational financial management processes</li> <li>• Strong understanding of project management principles and approaches</li> </ul> | <ul style="list-style-type: none"> <li>• Accountancy qualification</li> <li>• Knowledge of non-profit law and regulations impacting gGmbH organisations</li> <li>• Understanding of and commitment to ISD's priority issue areas</li> </ul>     |
| <b>Experience</b>                             | <ul style="list-style-type: none"> <li>• Proven track record overseeing project finances for German Federal Government donors</li> <li>• Line management experience, and experience of managing teams</li> <li>• Experience leading or significantly shaping the administration function for a small organisation</li> </ul>          | <ul style="list-style-type: none"> <li>• Relevant experience in related organisation, such as a similar charity, NGO, governmental department or think tank</li> <li>• Experience of working in a fast-paced or start-up environment</li> </ul> |
| <b>Skills</b>                                 | <ul style="list-style-type: none"> <li>• Fluent German and working-level English language skills (written and spoken)</li> <li>• Excellent financial management skills</li> </ul>   | <ul style="list-style-type: none"> <li>• Representational skills and the ability to build relationships with external organisations</li> </ul>  |

## What we offer

|                                   | <b>Our offer</b>  |
|-----------------------------------|---|
| <b>Remuneration</b>               | <ul style="list-style-type: none"> <li>We offer remuneration in line with the German tariff TVöD Bund, depending on personal qualifications and suitability up to E14.4</li> </ul>  |
| <b>Contract type and duration</b> | <ul style="list-style-type: none"> <li>We offer a full time, permanent contract</li> </ul>  |
| <b>Working time model</b>         | <ul style="list-style-type: none"> <li>We have a flexitime model, with flexible scheduling from Monday to Friday</li> <li>With us, all travel time is also recognised as working time.</li> <li>We aim for one-hour lunch break per day and have a shortened closing time on Friday (16:00)</li> </ul>  |
| <b>Holidays and overtime</b>      | <ul style="list-style-type: none"> <li>In addition to the statutory holiday, we continue to offer 7 days of holiday, which we take together as a Christmas break over the turn of the year.</li> <li>Should you ever have to work overtime, we will compensate you with free time at short notice (We want you to recover).</li> <li>We have a meeting-free period in August, which makes summer holiday planning much easier.</li> </ul>   |
| <b>Job choice</b>                 | <ul style="list-style-type: none"> <li>We work in a hybrid working model of mobile working and the possibility to use our office.</li> </ul>  |
| <b>Our Office</b>                 | <ul style="list-style-type: none"> <li>We offer a place in our bright, modern loft office in Berlin's City-West with: <ul style="list-style-type: none"> <li>Height-adjustable desks</li> <li>ergonomic office chairs</li> <li>a dedicated laptop with a neck-friendly laptop stand, extra monitor, individual workplace lighting with healthy, adjustable light settings</li> <li>Coffee, tea, water unlimited</li> <li>Perfect connections to public transport and various shopping facilities and restaurants</li> </ul> </li> </ul> |
| <b>Our team culture</b>           | <ul style="list-style-type: none"> <li>We are a dedicated team in an ambitious and constantly growing international organisation</li> <li>We provide space for innovative ideas and lifelong learning</li> <li>We regularly train ourselves on the topics of our time, e.g. stress management, diversity, dealing with the media, etc.</li> <li>We proactively support training and development</li> <li>We support our team with supervision services when needed</li> </ul>   |