



equidem

JOB DESCRIPTION

EQUIDEM RESEARCH AND CONSULTING LTD

JOB TITLE Operations Administrator
PROGRAMME Equidem Management Team
REPORTS TO Executive Director
SUPERVISION Interns and Volunteers in the Management Team in London
LOCATION London, United Kingdom or Remote
DURATION OF CONTRACT Temporary This is initially a part-time position, 2.5 days per week which may become full-time in 2022 after review of the job description and depending on funding.
JOB PURPOSE As the organisation is growing and developing, this role requires a multi-skilled individual with deep skills in operations administration as well as a broader range of skills across other functions. <ol style="list-style-type: none">1. To assist the Executive Director (ED) of Equidem Research and Consulting (Equidem), providing high level professional operations support that enables them to meet their objectives and ensures an efficient running and contributes to the overall Equidem objectives.2. To assist with the efficient and appropriate operational management of Equidem including, facilitating communications and collaboration and specific tasks relevant to coordination within Equidem across all locations.3. To assist in the project coordination of the Equidem research outputs, working across all Equidem locations, with other stakeholders, including external consultants, ensuring projects are delivered to schedule on time and within budget. <p>Activities involve utilising judgment and initiative to develop and deliver as required a differentiated, high-quality, proactive and effective service, building close relationships with</p>

directors and staff located in offices across the globe and developing solutions to non-standard situations, including under time-constraints.

CRITICAL RELATIONSHIPS

Management Team based in London, Nepal and India; Consultants; Service Providers (IT, Accountants, Facilities); other stakeholders as and when needed.

MAIN RESPONSIBILITIES

Administration

- Coordinate and manage all aspects of the diary of the ED, to ensure they have a regularly updated, well-organised and accessible schedule.
- Prepare and draft responses to correspondence, responding directly whenever possible. Initiate and implement a range of efficient and secure channels of communication to ensure the rapid and effective flow of information.
- Maintain a unified filing system on Sharepoint that reflects best practice in knowledge management.
- Contribute to the evaluation, development, maintenance and monitoring of Equidem-wide systems and procedures to enable increased effectiveness and efficiency, including sound judgement and advice to relevant staff and management.
- Plan, minute and manage Equidem-MT meetings and other key meetings the ED is responsible for.
- Provide event organisation/conference management and travel scheduling, including coordinating logistics for travel in compliance with security assessments, resolving any problems that are encountered with minimal support.
- Administer the bank accounts, including online banking facilities, and cash flows.
- Ensure the accurate processing of financial transactions, including bills payment, expense reimbursements and disbursements, cash advances, petty cash, foreign transfers and emergency payments.
- Maintain financial records and monitor systems to record and reconcile local expenditures, balances, payments and other data for day-to-day transactions. Work with financial service vendors such as auditors, accountants and governmental tax offices.
- Ensure supplier/contractor records are up-to-date.
- Work in conjunction with the Executive Director in handling issues in relation to Equidem's legal, branch and charitable status.
- Support Equidem across all locations on financial issues best delivered through London for security or other organisational reasons and where appropriate, includes support and advice to Equidem teams across all locations.

- Facilitate the preparation of project budgets, determining and utilising financial and other resource needs to ensure effective financial management of Equidem.

People & Culture

- Ensure that employee records are accurate and up to date.
- Administer local staff contracts, terminations and exit checklists.
- Coordinate recruitment, hiring of staff and departure of local staff, consultants, volunteers and interns
- Support the induction schedule of new staff, including training new staff on Equidem-wide systems and procedures to ensure compliance.
- Administer and process local employee payroll, pension, health benefits and insurance.
- Assist with updating the local Employee handbook with changes in local laws.
- Administer health benefits and insurance scheme and tender out to providers.
- Liaise with local government offices, insurance, pension providers and other HR service providers.

Facilities

- Handle the organisation of general office maintenance and facilities issues.
- Engage suppliers and providers and negotiate commercial and services contracts in a cost-effective manner.
- Answer general post, email and telephone enquiries.
- Ensure office health and safety standards are in compliance with local regulations.

Collaboration

- Build and maintain effective working relationships with teams in other locations to ensure effective and efficient cross-programme communication, information-sharing and problem-solving
- Work interactively and proactive with members of the Equidem-MT, including coordination of the team
- Supervise volunteers to ensure their work contributes appropriately to Equidem-MT delivery and facilitate a positive volunteer experience

Confidentiality

- Handle confidential information and conflicting priorities with sensitivity and a high level of judgement

General

- Willingness to take on ad-hoc support tasks to support staff members as deemed appropriate by the ED.

SKILLS AND EXPERIENCE

Communication & representation skills

- Demonstrated excellent communication skills with the ability to convey complex messages clearly, concisely and diplomatically to a wide range of audiences in English – verbally and in writing, face to face and over the telephone.
- Fluency in oral and written Arabic, Nepali, Hindi or other languages would be helpful.
- Ability to establish and maintain relationships with a broad range of people across Equidem to establish support and garner engagement.

Organisation

- Demonstrated experience of administering and coordinating a diverse and distributed organisation or programme at a senior level.
- Demonstrated ability to monitor plans and budgets, budget maintenance systems, financial resources management and record keeping.
- Demonstrated ability to design and implement effective systems for tracking schedules, work plans, and priorities for top level management.
- Proven ability to work in a disciplined and organised fashion, managing conflicting demands and across time zones, meeting deadlines and adjusting priorities, sometimes at short notice.
- Demonstrated experience in event management and travel organisation.
- Ability to manage own work plan, adapt to meet situational needs and action orientated problem solving, to make recommendations to the Executive Director on administrative improvements.
- Proven competency in teamwork.
- Project coordination experience and expertise highly desirable.

Accountability

- Takes ownership of own responsibilities, honours commitments, supports subordinates, provides direction while taking responsibility for delegated assignments.
- Strong attention to detail to ensure quality and accuracy
- Experienced in and capable of handling confidential information relating to e.g. human rights issues, organisational issues, staffing/personnel

Education

A bachelor's degree or equivalent in business administration or non-profit management

Experience

- Knowledge of the human rights and political contexts in which Equidem offices and teams operate, would be helpful. However, this will be developed over time working in the role.
- Minimum three years of operations or administrative experience in a demanding and fast paced environment, preferably in a multinational organisation.
- Experience in non-profit management, human resources, finance is highly desirable.

HOW WE WORK

Our organisational culture which essentially represents how we behave, our working relationships and our ability to collaborate as an organisation, underpins everything we do and is pivotal to the success of our impact.

EQUALITY, DIVERSITY, INCLUSION, EQUITY STATEMENT

Equality, diversity, inclusion and equity are fundamental to Equidem's mission and the impact we seek to make. They are core to how we interact, collaborate and work individually to nurture an environment where differences are valued, and practices are equitable to create a feeling of belonging and foster a learning organisation.

CONFLICT OF INTEREST

Equidem Research and Consulting strives to maintain the highest standards of integrity and the confidence of the public in the organisation's commitment. Therefore, any real or perceived conflict of interest with Equidem's principles, or any activity, association or affiliation that may raise security concerns or prevent the applicant from carrying out key functions of the role would disqualify them from being appointed.

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