



**WE ARE HIRING:**  
**OPERATIONS**  
**MANAGER**

**04.06.19**



# ABOUT US

---

## **ABOUT FAIRTRADE AFRICA:**

Fairtrade Africa (FTA) is the umbrella network organisation representing Fairtrade certified producers and workers in Africa. It has four (4) regional networks – Eastern & Central Africa; Southern Africa; Western Africa; and the Middle East and North Africa. Established in 2005, FTA aims to effectively represent producers and workers within the International Fairtrade system and provide services to them that contribute to the improvement of their livelihoods. The FTA Board directs policy and strategic development of the organisation.

**FAIRTRADE AFRICA PURPOSE:** To improve the socio-economic conditions of African producers through increased access to better trading conditions.

# ABOUT THE JOB

---

The Operations Manager is responsible for ensuring the smooth running of all operational elements of the West Africa region. The position is responsible for the management, implementation and monitoring of finances and administration, membership, monitoring and evaluation, and communications functions. This position also manages and implements policies and procedures.

**TEAM:** Fairtrade Africa – West Africa Network (FTA - WAN)

**LOCATION:** Accra or Abidjan

## **REPORTING LINES:**

- **Post holder reports to:** Head of Region
- **Staff reporting to this post:** Communications Officer, Regional Finance & Admin, MEL Officer and Membership Officer

**BUDGET RESPONSIBILITY:** Yes

# DUTIES & RESPONSIBILITIES

---

## **KEY PERFORMANCE AREAS:**

### **Operations, Administration and Human resource:**

- Develop and maintain operations systems to continuously communicate, implement, enforce and evaluate policies and procedures
- Continuously assess and analyse employee working space and equipment requirement and implement changes
- Maintain safe and healthy work environment by establishing, following and enforcing standards, internal rules and procedures as well as ensuring that insurance and workers compensation policies are kept up-to-date
- Ensure WAN is compliant with governmental and regulatory agencies and laws in all countries
- Maintain the system for monitoring vendor pricing, MoUs, contracts, agreements and other operational documents
- Manage relationships with and serve as key contact with key vendors, service providers and local state agencies
- Lead and/or participate in and communicating recruitments, trainings, performance management and appraisal of staff
- Develop and maintain a system to track staff contracts, leave days, travel schedules and logistical needs of staff
- Give logistical support to all region work
- Directly supervise operational staff, contractors and volunteers; and coordinate operations team meetings
- Coordinate planning and conduct of joint team and Managers' meetings
- Conduct other duties as directed by the Head of Region in line with this Position and Job Description, being involved in project work as required

### **Finance, Funding and Planning:**

- Manage the development of organisational and project budgets to ensure effective financial planning, management and monitoring income and expenditure
- Monitor the preparation of day-to-day financial management including banking, reconciliation, invoicing, debtor management, bookkeeping, retirements and petty cash
- Consolidate and lead in preparing all monthly, quarterly and annual regional financial and narrative reports for presentation to donors, secretariat, SLT and the Board
- Prepare and review budgets in grant applications
- Support in preparing for all annual audits and facilitate audit process preparation for annual audit
- Maintain all financial archives and records as required by law.
- Contribute operations information and recommendations to strategic plans and reviews,
- Forecast requirements; prepare annual plans and budgets; schedule expenditures; analyse variances; and initiate corrective actions
- Contribute to strategic and operations planning to include assisting the Head of Region with the development / review of Business plans, policies and procedures as required

### **Membership:**

- Coordinate all regional support offered to producers (FTA members in West Africa)
- Develop membership packages, materials and brochures

- Overall oversight in development of membership strategy and ensuring this is rolled out to members and successfully implemented
- Create and maintain an up to date contact lists of producers in the region, traders and partners
- Support to HoR in delivery of Regional Fairtrade Conventions and Congress of Producers and workers
- Managing and updating database of producers on the ground

#### **Communication**

- Provide updated information to the producers on happenings within WAN and FTA via mails, phone calls and use of print materials on topical issues
- Ensure regular and timely updates to Head of Region on the ground activities including but not limited to reporting, risk assessments and relevant sector changes and trends
- Participation in relevant stakeholder events subject to approval from Head of Region
- Lead in the development and implementation of a regional communication strategy

#### **Monitoring and Evaluation Support**

- Planning and liaising with regional MEL Officer in activities for producer support using the provided FTA templates
- Compile quarterly summary reports of activities for inputs to line-manager using the provided FTA and project specific templates
- Accompany NFO and other partners on field visits for MEL
- Undertake risk mapping including major non-compliances

# SKILLS & EXPERIENCE REQUIRED



## **KNOWLEDGE, SKILLS AND EXPERIENCE**

### **Required Knowledge and Experience**

- Graduate, University Degree with focus on Agricultural studies or economics, Rural Development Studies, Business Administration, Marketing or Business Management, or Public Administration or another relevant field
- At least 5 years working experience in non-government not for profit organization at field and management level in the fields of Project Management, Administration, Agriculture, Business Development or in development work
- Substantial experience working in a relevant operations management, advocacy and partnerships roles
- High level of relationship management skills to build relationships with members, traders, NFOS, and key partners and stakeholders
- Demonstrated experience in proposal development
- Management of communication and relationship with this members and other stakeholders
- Experience in Monitoring and Evaluation
- Demonstrable experience in coordinating programs
- Good level knowledge of Financial and accounting systems.
- Strong analytical skills.
- Ability to prioritize and plan work activities and use time efficiently.
- Demonstrated skills in project planning, implementation and budgeting

- Proven experience in managing projects
- Ability to work independently, manage competing priorities, meet tight deadlines and handle multiple tasks

# HOW TO APPLY



## APPLICATION

To apply for this position please download recruitment application form on our website [www.fairtradeafrica.net](http://www.fairtradeafrica.net) (CVs will not be accepted). Completed applications should be e-mailed [recruitments@fairtradeafrica.net](mailto:recruitments@fairtradeafrica.net) not later than **12<sup>th</sup> June 2019**

All applicants should state how they meet essential requirements of the job in the application form and should include email address and telephone contact details in their applications. Qualified applicants will be subjected to a background check as a condition of employment. If you have any queries, please e-mail [recruitments@fairtradeafrica.net](mailto:recruitments@fairtradeafrica.net) or call +254 20 2721930 and ask to speak to a member of the Admin team.