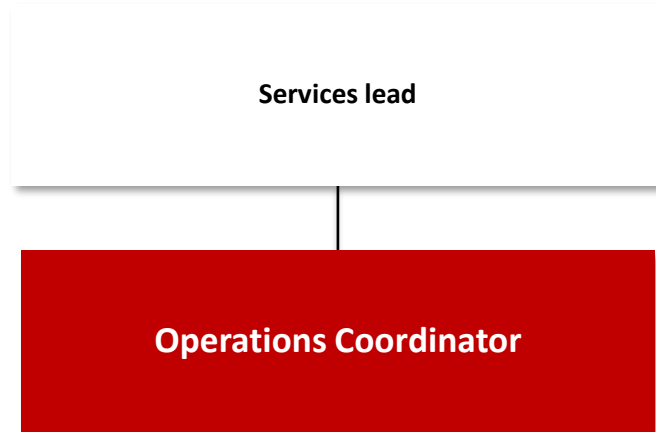


Operations Coordinator

Reporting Lines



Department	OC	Reporting to	Services lead
Salary Range	£28,000 to £34,000	Version	OC-JD-V1-11-24
Location	Manchester	Working hours	Full time: 37.5 Hours per week

Main Job Purpose

Action For Humanity (AFH) is a charity that aims to provide aid and assistance to people affected by natural and man-made disasters. Our vision is a world of crises-resilient communities. Our mission is to mobilise and respond to emergencies and critical needs through humanitarian, development and peace-building action, helping affected communities survive, recover and build a better future.

The **Operations Coordinator** is a vital role within AFH, based at our head office in Manchester. You will provide essential support across multiple areas, ensuring the smooth operation of our UK office and some of our key projects and activities. Key responsibilities will include: managing office facilities; overseeing health & safety compliance to ensure a safe and efficient working environment; coordinating logistics for UK-based activities; and ensuring operational adherence to policies, procedures, and SOPs. This role will act as a bridge between different departments, fostering collaboration and ensuring that operational tasks of all sizes are executed seamlessly to support AFH's humanitarian mission.

Responsibilities

The Operations Coordinator is accountable to fulfil their roles and responsibilities in line with AFH's strategy, code of conduct, values, and principles and to report to their line manager regularly on the basis of annually defined KPIs.

Office and Facilities

- Create and maintain a safe, pleasant, efficient office environment, updating the office site, facilities and equipment as necessary.
- Ensure AFH's office and teams are adequately resourced with equipment and stock, introducing managing an asset register system, and maintaining stockrooms.
- Source and manage relationships with professional service providers such as cleaners, building/other contractors, etc.

Health & Safety

- Act as the responsible person for Health & Safety for all aspects of the work out of the UK office, ensuring full legal compliance.
- Revise and maintain Health & Safety related documentation, policies, and procedures.
- Introduce effective processes and mechanisms to enhance Health & Safety.
- Provide training to staff, building a culture of Health & Safety compliance, and ensuring standards are adhered to.
- Work with external Health & Safety consultants to conduct audits and reviews, ensuring legal compliance.

Procurement

- Oversee the effective use of our Procurement Policy for all UK-based procurement (and some international procurement where relevant.)
- Ensure tender and approval processes are followed and strengthened, working closely with all relevant stakeholders.
- Develop and maintain relationships with key suppliers, ensuring the organization benefits from cost savings and reliable services.
- Manage a series of service contracts and agreements, ensuring they are cancelled or updated on time.

Operational Efficiency and Adherence to SOPs

- Ensure all departments effectively adhere to operations policies, procedures, SOPs for key operational matters, supporting them to make updates where necessary.
- Identify trends of non-adherence, and take actions to improve on the identified areas.
- Assume accountability to enhance inter-departmental communication and synergy, linking departments from an operational and logistical perspective, ensuring efficiency from the planning to delivery stage of various initiatives.
- Support Fundraising/other departments with the logistics aspects of AFH events organisation and execution.

Other

- Support AFH's management with any other operational matters as reasonably instructed.

Our Values

Believe in the cause

We believe in changing a situation from negative to lasting positive; helping those in need; saving and transforming lives for the better is what drives us.

Work together

Teamwork is the backbone of our work’s success.

Give with grit

Being a “gritty” person means perseverance and passion for long-term goals; hence, freely giving with courage, conscientiousness, and resilience; acting with optimism, confidence, and creativity as you strive for excellence.

Make life better

Ultimately, our work is to make life, in its holistic sense, better for everyone, and everything, including the environment.

Work Environment

- 70% indoors / office based
- 30% outdoors / travel / events / work trips etc.

Job Requirements

<p>Education</p>	<ul style="list-style-type: none"> ● Bachelor’s in Business Administration, Operations Management, Supply Chain Management, or a related field (Essential) ● Professional certifications or training in Logistics, Health & Safety, Procurement (Desirable) ● Evidence of continuous professional development
<p>Experience</p>	<ul style="list-style-type: none"> ● A track record of positive impact in an Operations role in the not-for-profit sector (Essential) ● Experience of effectively collaborating with and influencing others (Essential) ● Experience in Health & Safety (Essential) ● Experience in taking a leading role in relation to adherence to policies, procedures, and SOPs (Essential)
<p>Skills</p>	<ul style="list-style-type: none"> ● Strong organisational skills, with the ability to manage multiple tasks and prioritize effectively (Essential). ● Problem-Solving and Initiative: Ability to identify operational inefficiencies and take the initiative to address them through improved systems and processes. (Essential) ● Influencing and negotiation (Essential) ● Proven stakeholder management skills (Essential) ● Proficiency in Microsoft Office Suite and office management tools (Essential) ● Articulate written, visual, and verbal communicator (Essential)

	<ul style="list-style-type: none">• Ability to work calmly under pressure and balance competing priorities and deadlines (Essential)
Languages	<ul style="list-style-type: none">• Strong written and spoken English (Essential)• Strong written and spoken Arabic, Urdu, or French (Desirable)