

Role Title

Operations Manager - Malawi

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Business Support Services	(7) Remuneration: MWK 1,385,750	Lilongwe, Malawi	2 Year – Fixed Term Contract	Country Director

Role purpose

The purpose of this post is to establish a strong, reliable and efficient business support service platform that will deliver high performing services (BSS) which are fully compliant with British Council standards and enable the operation achieve greater results. This is a critical leadership role to make the step change that the Malawi operation needs to grow in line with regional strategy and use the opportunities possible as a result of the new ODA levels.

This role will be required to work with the Country Director (CD) and members of the regional Business Support Services teams as well as deliver support to the Director Malawi to deliver country and regional plans in Malawi.

S/he will be accountable for the overall functioning of the Malawi operation including; the offices in Lilongwe and Blantyre; ensuring that financial control and compliance processes are up to date and effective; be responsible for the duties of CD Malawi when deputised; overall responsibility for the delivery of the agreed priority business transformation change projects in Malawi. These will include project management of premises change projects that will be due on the former, large purpose built BC office and CD residence that the operation owns.

This post will have accountabilities and responsibilities to embed policies and process and a culture of compliance in the team. It will be responsible for developing the whole operation to improve financial and business performance across all SBUs and will be accountable for the implementation of policies in facilities IT, finance, HR and operations management.

The post will have leadership responsibilities as a member of the Country management team and provide direct decision support to the CD. The post holder is expected to role model British Council behaviors and values.

About us

The British Council is the UK's international organisation for cultural relations and

educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

Geopolitical/SBU/Function overview:

British Council Malawi is a small country directorate headed by a UK country director and 10 country based staff. Our main office is housed in the British High Commission compound in Lilongwe and we have a small rented office in Blantyre that delivers Examinations. We also own a residential property for the Director in Lilongwe and use our former large office in capital city Lilongwe for exams.

British Council is scaling up in Africa with new programmes and projects in education, skills, arts and creative enterprise, governance and computer-based examinations, and this is going to include Malawi. This post is critical to that growth because scaling up cannot be achieved without reliable business support services and an office culture that upholds the British Council brand and values and is fully conversant in and compliant with our standards and policies.

Main opportunities/challenges for this role:

We are transforming the way we deliver examination services, and the way we do procurement, finance, HR, and communications globally. This changes the way we work because these business support functions are now led by central hubs serving multiple countries, but they have to be supported by reliable and effective multifunctional staff in country. This post leads that responsibility in Malawi.

Main Accountabilities:

The post holder will report to and be line managed by CD Malawi and will work in a matrix structure to regional finance, HR and procurement Heads in the regional team. It will be one of two senior staff in the Malawi office after the CD and is expected to support all programme and exam staff achieve their objectives.

Specific duties will include:

- Leadership duties for BC Malawi, including:
 - active participation in the Senior Management Team;
 - deputising for CD Malawi as required, including financial tasks;
 - managing key relationships with BHC in particular the critical relationship with BHC corporate services team in Lilongwe (BC Lilongwe is located in BHC compound)
 - ensuring the effective operation of the Malawi operation including Lilongwe and

Blantyre

- delivering agreed business transformation projects in Malawi,
- Contributing to the planning and delivery of country objectives in Malawi
- Ownership of the country Risk management process
- Providing BSS services that support an integrated SBU offer of programmes and services for customers, partners and clients in Malawi in consultation with the Director and other Country Management Team members.,
- Representing the British Council with senior BSS partners at country level including key landlords
- Supporting CD to establish full compliance in the work of the directorate and cluster with all corporate HR values and standards,
- Supporting CD to ensure financial control and compliance processes are up to date and effective as well as managing financial and non-financial risks

- Monitoring the external political, legal and economic environment, keeping CD and managers informed of risks and opportunities that affect the operation,
- Accountable for an accurate and comprehensive contract register, recurrent payment register, inventories and other tools that support effective operational management. Ensure the quality and compliance of all contracts,
- Accountable for information knowledge management standards across the whole operation: delegating and supporting teams and managing own records,
- Ensure that all business support activities are consistent with key equal opportunities and diversity principles.

Facilities management.

- Accountable for delivery of professional, cost-effective, quality services from all suppliers for office premises including maintenance and cleaning, security, utilities, transport and general consumables to provide comfortable, healthy and safe working environments for all staff and visitors to all BC properties.
- Establish smart working standards and office etiquette in the Lilongwe office that supports flexible working and a paperless office.
- Manage all business support service contracts, leases and rental agreements, ensuring terms and conditions are met by both parties. Prepare contracts as required for CD approval and signature using corporate templates and writing clear specifications.
- Project manage Premises change projects that enable the business to grow in line with regional strategy, notably in Examinations, working effectively with Country Director, Global Estates, Regional Exams leadership and internal country stakeholders.

IT and Communications management

- Ensure effective and appropriate IT service delivery and usage through management of technical support service and internet service contracts in the office and the examinations computer-based testing suites;
- Accountable for relationships with Global Information Services;
- Provide user training and staff compliance with IT policies and standards

Health and Safety, and Business continuity.

- Ensure work environments and office transport comply with Health and Safety standards

- Be responsible for the maintenance of the Crisis Action Plan and the Business Continuity plan, plus the provision of adequate alternative venues for programmes and exams business continuity in crisis, in consultation with the British High Commission and regional business leads.

Budget management

- Accountable for the budgets for office and residence premises and running costs. Be responsible for accurate planning, forecasting and reporting to corporate standards following monthly reporting and compliance timetables, making full use of SAP.
- Support managers to manage their budgets and understand their reports, to the same standards.
- Accountable for business change project budgets

Finance

- Accountable for e consistently reliable, accurate and timely support to the Senior Accountant and to managers to support the smooth payment of suppliers; income recognition; income reconciliation; vendor and customer set up and management; and other financial processes – all to corporate standards.
- Provide costings and other financial information and analysis to Country Director and other managers as required.

Procurement

- Accountable for compliant procurement exercises for the operation following the procurement policy and with the oversight of regional procurement team
- Develop and manage a Preferred Suppliers list for the operation

Human Resources

- Accountability for payroll and staff vendor accounts, staff annual leave and sick leave allowances and records
- Support recruitment, selection and on-boarding of new joiners, working with regional HR and recruiting managers, ensuring that all new staff are quickly set up on office systems and supplied with laptop and phone.
- Accountable for the UK staff residence, ensuring it is secure and well maintained in terms of contents, utilities and internet service at all times.
- Accountable for managing the processes for international staff visas, customs clearance of personal effects; personal car purchase, school fees and other contract allowances and support as may be required.

Line management of BSS Officer

Delegate responsibility for specific duties and tasks to the BSS support officer.

Manage the Officer's performance: hold this person to account and ensuring s/he delivers to high standards, develops in the role and contributes effectively to the smooth running of the operation.

Key Relationships:

Internal

- *Country Director, Country Management team, wider team, regional BSS functional leads*
- *Global Estates, Global Information Services, Global Service Delivery team,*

External

- Suppliers and service providers
- British High Commission and DFID
- Blantyre landlord

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Applicants must have pre-existing legal status to live and work in Malawi. The British Council will not facilitate/sponsor visa applications and work permits	Shortlisting
Direct contact or managing staff working with children?	Yes/No IF YES. Appropriate police check	N/a
Notes		
Person Specification:		Assessment stage
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ University Degree or equivalent in a related field 	<i>Professional qualification in any of the following: Procurement; Project Management; HR, Accountancy</i>	Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ 5 or more years' demonstrable experience in a leadership role / operations management role in an established organisation ▪ 5 or more years' experience of using IT based finance and accounting systems ▪ 5 or more years' demonstrable experience of managing performance from suppliers and direct reports 	SAP Project management	Shortlisting
Role Specific Skills (if any)		Assessment Stage
<ul style="list-style-type: none"> ▪ <i>As below</i> 		Shortlisting AND Interview
British Council Core Skills		Assessment Stage
Communicating and influencing (level 3). Able to use a range of non-standard and creative approaches to inform, and persuade others, extending beyond logical argument to influence decisions and actions in a way which is inclusive and		Shortlisting AND Interview

<p>engaging.</p> <p>Managing people (level 2). Supervises a small team of people doing similar jobs to deliver short term tasks to agreed quality and time standards.</p> <p>Managing Finance and Resources – (Level 3) Monitors and controls an agreed budget within a defined area, producing reports and analyses and contributing to planning.</p> <p>Managing Risks (Level 3) Has track record of analysing potential risks, promoting risk awareness, and holding others to account for their practices.</p> <p>Planning & Organising (Level 3) Develops and reviews the implementation of annual plans for a work group or function, taking account of business and customer requirements and reconciling competing demands.</p> <p>Analysing Data and Problems – Level 3 Seeks out and examines a range of information to identify patterns, trends and options, to solve multifaceted and complex problems.</p> <p>Using Technology – Level 3 Identifies improvements. Identifies where new or improved technology could benefit business efficiency, the customer experience or market opportunities and makes evidence-based recommendations</p>	<p><i>Required for the role but not assessed at recruitment stage</i></p>
<p>British Council Behaviours</p>	<p>Assessment Stage</p>
<p>Creating shared purpose (Most demanding) - Inspiring others to want to take a specific role as part of a shared purpose</p> <p>Working Together (More Demanding) Ensuring that others benefit as well as me</p> <p>Being accountable (More Demanding) Putting the needs of the British Council or my team above my own</p> <p>Making it happen (More Demanding) Challenging myself and others to deliver and measure better results</p> <p>Connecting with others (More demanding) Actively appreciating the needs and concerns of myself and others</p>	<p><i>Interview</i></p> <p><i>Required for the role but not assessed at recruitment stage</i></p>
<p>Prepared by:</p>	<p>Date:</p>
<p>Louisa Waddingham</p>	<p>November 2018</p>