

JOB ADVERTISEMENT

OPERATIONS MANAGER



BasicNeeds-Ghana

BasicNeeds-Ghana is a pioneer and reputable nonprofit non-governmental organisation that has operated in the mental health and development space of Ghana for 20 years now. The organisation implements an innovate and unique model for mental health and development, which is rights-based, people/ mental health-service user-centred, and recovery oriented. The mental health and development model promotes community-based mental healthcare integrated into general healthcare at the Primary Health Care level, enhances means to secure livelihoods, prioritises system strengthening and advocates for inclusive public policies and programmes, increasing individual, family and community-wide awareness and knowledge to reduce stigma. Our work also emphasises partnerships and collaborations for wider synergies and impact. BNGh operates across the entire Ghana, with dominant presence in the five northern-most regions of the country, the regions of the Bono and Ahafo traditional areas, Ashanti, Oti and Volta regions, Greater Accra Region, and Central Region.

Operations Manager

The Operations Manager will be responsible for Business support, Human Resources, Safeguarding and Risk, as well as Information Communication Technology (ICT). These cover office management and administration, personnel support, and oversight of support staff (Drivers/ Driver-Clerks, Security Guards, and Janitors), IT troubleshooting and maintenance.

The successful jobholder will be reporting to the Executive Director, as a member of the Senior Management Team (SMT) working under the supervision of the Executive Director.

The desired person must have suitable academic and professional qualifications and working experience in the field(s) of administration, secretarial, stores, purchases, and supplies, as well as minimum ICT skills and competencies.

This is a key personnel position within BasicNeeds-Ghana subject to satisfactory work experience and recommendation of personal character and accomplishment(s).

Key Responsibilities:

1.0 Business support:

- Ensure smooth day-to-day running of the office. Seeing to it that the office premises and office rooms are in good working condition for office-based operations. Seeing to it that the lighting and electricals, plumbing and water supply, and related working conditions are in good state.
- Keep an up-to-date inventory of office assets (machinery, equipment and devices, furniture, and fittings).
- Keep schedules and deadlines on BasicNeeds-Ghana's legal compliance, including prompt filing of annual statutory and regulatory returns and timely renewal of business operating

licenses, software licenses, vehicle roadworthy and insurance certificates, and vehicle maintenance/ servicing schedules

- Maintaining correspondence and related engagements with third parties/ external persons.

2.0 Risks and safeguarding:

- Keep up-to-date organisational risk management register.
- Promote compliance with safeguarding principles and standards, promptly dealing with and reporting on any safeguarding infractions to the relevant authorities of the organisation

3.0 Human Resources/ personnel:

- Support the recruitment and induction of staff employed to the organisation
- Open and keep up-to-date staff personal/ personnel files
- Support the Executive Director to promote and ensure team spirit and strong sense of teamwork. Assign drivers and vehicles for project staff field work and other official trips.
- Supervise support staff
- Maintaining personnel related correspondence and scheduling staff team meetings, including induction and exit debriefing meetings.

4.0 Information, Communication, Technology (ICT) support

- Help with securing recommendations for specifications for ICT equipment (computers, printers, scanners, LCD projectors, etc)
- Oversee the periodic servicing and timely replacement of ICT equipment
- Support with the procurement of ICT equipment/ devices.

5.0 Stores and procurement

- Oversee management of the stores by the General Services Officer, ensuring compliance with store receipts and issuances
- Chair and or serve as a member of the purchases and procurement committee

6.0 Any other duties you may be required to perform

- Representation/ delegated authority

Other requirements

Applicants must be willing and committed to working with persons living with mental health conditions, with limited English language literacy and numeracy, in deprived communities, and abiding by safeguarding principles and standards, and with no criminal record.

Females are encouraged to apply. Successful candidates must be ready to start work within three calendar months from date of notice of offer of employment.

Mode of application

Interested and qualified candidates must submit a letter of application, detailing your suitability and aspirations for the role, and, along with your application, a most recent and concise resume/ curriculum vitae demonstrating your suitability for the job, with both the application letter and resume/curriculum vitae put into a one pdf document, e-mailed to info@basicneedsghana.org by 4.00pm on Friday, 7th June 2024. Visit <https://www.basicneedsghana.org/jobs> for detailed versions of the jobs advertised.