

# Job Description

Job title	Head of Global Operations
Department	GLOBAL RESOURCES
Contract type	PERMANENT
Direct reports	People & EDI Manager Global Resources Coordinator
Reporting to	Director of Global Resources
Location	HYBRID – London office and remote
Hours of	34.5 hours per week
Annual leave	26 days annual leave, plus bank holidays. Further days leave will be earned after two years of service
Remuneration	CIRCA £55,000 per annum

# OUR ORGANISATION

SPANA (The Society for the Protection of Animals Abroad) is the global charity dedicated to improving the welfare of working animals. Founded in 1923, we currently work across 23 low-income countries to transform the lives of working animals, including horses, donkeys, mules, oxen and camels. Find out more at [spana.org](http://spana.org)

## OUR VISION

Our vision is a world where every working animal lives a healthy and valued life.

## OUR MISSION

Our mission is to transform the welfare of working animals in a world where animals, people and the environment are respected and thrive.

## SUMMARY OF ROLE

The Head of Global Operations is a key member of the Global Resources Team, responsible for professional business support at both a strategic and an operational level across the organisation.

This position plays a critical role in the following areas:

- To provide the global support team and country teams with the necessary operational infrastructure/elements (including office facilities, travel security, risks), IT and HR services that respond to the changing ways of working for the organisation.
- The role will be required to develop an IT strategy and lead on organisational IT projects in collaboration with other departments, facilitating the rollout, implementation and monitoring against key milestones.
- To develop and implement a global workforce strategy, implementing organisational initiatives, including EDI, L&D, our wellbeing offer and lead on team communication related to HR matters with the wider organisation.
- To build a culture of safeguarding within the organisation by implementing and delivering SPANA's global safeguarding framework across SPANA's Global Partners.
- To ensure the Duty of Care framework is in place covering risk management, international travel procedures, crisis management, incident reporting, standard operating procedures and capacity building across SPANA's Global Partners.

### Key Relationships

- SLT
- Global Partners
- Heads of Departments
- Global Support teams
- Consultants and contractors
- Service providers (IT, Insurance brokers)

## KEY RESPONSIBILITIES

### Strategy

- To develop the organisation's first Operational support **strategic plan** in line with **the Global Resources elements** for our organisational strategy's 'Goal 4 – Harnessing our True Potential'.

### People Development & Contract Support

- Oversee the line management and development of the People & EDI Manager and the Global Resources Coordinator. Set performance objectives, support professional development, provide feedback, and conduct performance reviews throughout the year.
- Manage the Operations team to ensure professional operational services are delivered across the organisation.
- Manage TOR and deliverables for key contractors/consultants (IT provider, Safeguarding consultant, auditors (operational audits)).

### Operations

- Develop and deliver the Operational team annual plans and budgets and ensure they're aligned to the organisational strategy.
- Provide strategic Operational leadership advice across the organisation, ensuring that the organisation has the mechanisms in place to facilitate partner-led programming, good contract management, security and data protection.
- Provide strategic Operational leadership, developing and implementing the IT and HR strategies for the organisation considering future investments in systems development and integration.
- Build a culture of safeguarding within the organization, overseeing the implementation and delivery of SPANA's global safeguarding framework across SPANA's Global Partners.
- To ensure the Duty of Care framework is in place covering risk management, international travel procedures, crisis management, incident reporting, standard operating procedures and capacity building across SPANA's Global Partners.
- Drive forward the development of key business systems for the organisation globally, supporting more efficient ways of working.
- Ensure appropriate level of insurances and liability cover are in place to provide adequate cover and manage appropriate risks.
- Ensure that a global support team has a functional, flexible, safe and secure workspace backed by required legal registration and service level agreements.
- Work in collaboration with the global support teams and global partners to support stronger integration of risk management into their daily work through the provision of tools, training and support.

### Policies, Reporting and Compliance

- Develop, update and implement relevant policies that fall within the Operations area.
- Produce reports for SLT and Committee/Board meetings as required.
- Support legal compliance and risk management including trademarking, copyright use, entity hosting agreements, and commercial/insurance contract review
- Ensuring the accountability reporting to different stake holders and regulatory bodies is carried out accurately and on timely basis.
- Ensure Health & Safety compliance is adhered to.
- Undertake safeguarding investigations as required.

**It should be noted that the job specification and remit may develop over time. The postholder should be happy to adapt and take on new and different tasks within the scope of the role.**

**KNOWLEDGE,  
TRAINING &  
QUALIFICATIO**

- Proven experience in Head of Operations role
- Experience of working for an INGO or similar global non-profit entity.
- Good solid understanding of Operations, IT, HR, Safeguarding and Duty of Care services.

**EXPERIENCE**

- Experience of providing strategic leadership across the broad range of operational activities.
- Business analysis skills, identifying needs and determining solutions.
- Ability to foster innovation and continuous improvement of systems, processes and infrastructure.
- Proven ability to manage and lead a team.
- Knowledge of best practice in critical operational areas – including security management, data protection, cybersecurity and contract management.
- Knowledge and experience of partnership management approaches in the international development sector.
- Experience working effectively with a diverse range of stakeholders at all levels.
- Experience of delivering on change and transformation projects.
- Proactive and consultative approach with the ability to work in fast-paced environment.

**SKILLS &  
ATTRIBUTES**

- Excellent interpersonal and communication skills.
- Excellent Leadership skills
- Ability to foster healthy employee relations.
- Ability to work independently and take responsibility for own areas of work.
- A conscientious, positive and friendly team player.
- Upholds and adheres to SPANA's core values
- Resilience, determination and a focus on outcomes.
- Willingness to travel internationally