

Helvetas is an organization specialized in development cooperation and humanitarian response, anchored in Switzerland. Our vision is a just world in which all men and women determine the course of their lives in dignity and security, using environmental resources in a sustainable manner.

For our International Programmes Department based in Zurich and Bern, we are looking for a dynamic, innovation-oriented personality to join our organization as soon as possible or upon agreement.

OPERATIONS MANAGER (F/M/D) 80-100%

The International Programmes (IP) Department in Helvetas is responsible for the global portfolio of programmes and projects in more than 30 partner countries.

The Operations Manager leads (under the guidance of the IP Directors) the management of the IP department. This includes the operational responsibility of the IP management systems and processes at both, head office and country level. Given the comprehensive digitalization of the management systems, the Operations Manager also has an operational lead position regarding digitalization for IP management.

YOUR MAIN TASKS

You actively coordinate (or lead) the effective and efficient run of the IP department management systems and processes. You make sure they are standardized, maintained and updated and you ensure timely deliverables and effective support for operations and steering.

You participate and represent the IP department in the Digital Transformation Steering Board and other digital management entities, and you actively contribute to the successful digital transformation of the organization, applying a change management approach.

You lead, coordinate and monitor regularly program cycle management (PCM) processes which support the development of longer-term programs & plannings with ensuring effective and efficient management of the department as well as the entire organization.

You actively support the exchange of proficient information, exchange and steering mechanism in the IP department and you adjust its management systems to context trends. You plan the IP department and the IP management team meetings and monitor follow up actions. You act as a liaison and coordination person for other departments on management matters.

YOUR QUALIFICATIONS

- University degree (MSc) in Management/Business Administration or related field, an additional degree in digitalisation is an extra plus
- At least 5-8 years of professional experience in business administration and management including proved skills and experience in leading internal projects requiring participatory leadership skills
- Proven track record in motivating, coaching, developing individuals, teambuilding and facilitating joint processes as well as ability to supervise
- 3-5 years in a development project or program globally and in-depth experience in Project cycle management & monitoring and evaluation
- At least 2 years of experience with digital transformation and/or change processes

- Good analytical skills, conceptual capacities strategic thinking forward-looking mind-set and result oriented approach
- Competencies in reporting/writing, communication, and presentation techniques
- Excellent competencies in facilitation and participatory planning and very good coordination skills
- Profound knowhow in organizational development and result-based management
- Competencies in logical frameworks, monitoring and assessments methods
- You are experienced with data systems and data analysis and proficient with common office software as well as interested in new media channels
- You share the organizational value system and development concepts.
- You have a good level of personal resilience, a service-oriented workstyle and you are used to set priorities
- You are a strong communicator and an engaging personality with intercultural skills and with sensitivity for cultural and gender issues
- You are fluent in English (orally and in writing) and possibly in German/French, Spanish is an additional advantage

WE OFFER

An interesting opportunity in a motivated team and attractive working conditions. You can expect working in an international environment and in a multicultural setting. The main workplace is Zurich with 1-2 days in Bern (close to the main stations).

We look forward to receiving your complete application including motivation letter, CV, work certificates and diplomas by April 15, 2024. Please send your application via our [online recruiting portal](#).

For additional information, please contact Remo Gesù, Director International Programmes (+41 44 368 65 47) or visit our website www.helvetas.org.