

Vacancy

February 2024

Position: Head of Operations
Reports to: Board
Start date: 15 April 2024, or as soon as possible.
Contract: Staff (Permanent)
Hours: 80%-100%, 32-40 hours per week
Salary: Competitive salary, dependent on experience and location
Location: Based in Geneva/Switzerland is preferred, working remotely is negotiable (within +/- 2h difference with CET and being able to reach Switzerland easily)

Closing date: 04 March 2024
Interviews: Mid-March 2024 (first round), end of March 2024 (second round)
Please submit:

1. Curriculum Vitae
2. Cover letter
3. Samples of relevant work (funding proposal, projects, etc.)
4. Contact of two references

Please gather these application materials in a single folder using your surname as folder name and upload it on the following link:

<https://www.dropbox.com/request/9ic865xf7RBAChONIs9U>

For more information, please contact: info@borderforensics.org

Border Forensics

The candidate will be joining a small team of researchers based in Switzerland and elsewhere in Europe, which mobilises innovative methods of spatial and visual analysis to investigate practices of border violence, perpetrated by states, police forces, militaries, and corporations, wherever this violence might take place. Working collaboratively with migrant communities and non-governmental groups, Border Forensics aims to promote and defend the dignity and rights of migrants and to foster mobility justice.

Job description

Summary

The Head of Operations will be responsible for overseeing all operational aspects of Border Forensics (BF), including, but not limited to, the oversight of all financial, human resources (HR), legal, and administrative matters. They will work together with the Research Coordinator and other senior BF team members towards fulfilling all of BF's aims, obligations, and responsibilities to our partners, funders, collaborators, and team members. The Head of Operations will also lead the fundraising activities of the organisation and ensure the supervision of the funds related to different investigations in collaboration with the Research Coordinator.

Together with the Director of Research and senior staff, the Head of Operations will be expected to establish and oversee the implementation of the short- to long-term strategy of BF.

They will need to become familiar with BF's overall organisational, financial, and programming strategies in order to identify opportunities in line with BF's interests. This will include managing competing priorities and working with a wide range of stakeholders including BF team, research partners, external collaborators, and funders. The Head of Operations is expected to develop a deep understanding of the operational logic of BF in order to identify where the operational and administrative structures may be improved and develop new structures independently.

Finance

The Head of Operations will oversee and monitor the overall financial requirements and objectives of BF, while simultaneously managing multiple budgets across grants and projects, together with the Research Coordinator and external accountants. They will periodically report to the Board on the overall financial situation at BF and will together take decisions, with the Research Coordinator and other senior team members as appropriate, on how to best allocate BF's financial resources across projects and teams. They will also handle and oversee day-to-day financial administration and will approve expenditure across projects, in line with the relevant internal policies.

Research Support

The Head of Operations will work together with the Research Coordinator and the Director of Research to establish structures and protocols for the smooth management of simultaneous projects and internal communications. The Head of Operations will have particular responsibility for budgeting, approvals, copyright/IP, administration and contracting.

Together with the Director of Research and other senior team members, the Head of Operations will help to identify partnerships which support the overall operational and longer-term strategy of BF and to liaise with collaborators and stakeholders in order to fundraise for and contract new projects. They will report on the progress and outcomes of projects to fellow team members and external stakeholders, including granting bodies. The Head of Operations will be expected to have an active role in planning, organising, monitoring, and reporting on the workshops programmes of BF, together with the Director of Research.

The Head of Operations will be responsible for framing and negotiating contracts with BF's collaborators, funders, and affiliates, in consultation with the Board when appropriate. They will be the primary point of contact for contracted and independent staff as well as between BF and external partners and funders.

Team Management and Support

The Head of Operations will be responsible for overseeing all aspects of human resources within BF, including but not limited to supporting all BF team members' recruitment, progression, employment contracts, changes in job descriptions, performance reviews, regrading, visa applications and renewals, and terminations. They will be the primary point of contact for all team members regarding interpersonal and/or operational issues as and when these arise and will address issues of professional or personal misconduct, together with the Board.

The Head of Operations will work with the Board, the Director of Research and other senior team members to further develop BF's own standards for team working culture as well as feedback mechanisms in order to strengthen and evolve BF's processes and team communication and to foster an open, respectful, and constructive environment. Under the supervision of the Board, they will draft, implement, and update protocols for BF's operations, project management, data security, fieldwork security, and expectations of behaviour. They will also oversee all internal communications, keeping the team informed of operational changes, enabling communication/feedback between team members and managers, and facilitating all-team meetings where needed. The Head of Operations will be expected to think strategically and collaboratively about the development and aims of the organisation and to develop and implement internal policies and processes towards these aims.

The Head of Operations will be attuned to the wellbeing, both physical and psychological, of all team members, directing them to internal and external resources where appropriate. They will at all times provide an impeccable professional example to all BF team members in terms of work ethics and interpersonal relations.

Strategic planning

The Head of Operations will develop and implement short- to long-term strategic financial and operational planning to grow and strengthen BF's viability, high quality of research, and expansion. They will work together with the Director of Research and the Board to make strategic decisions, including but not limited to setting operational priorities, managing crises as when they occur, and developing new strategies and means of income generation. They will work to ensure that all aspects of BF's work are in line with BF's mandate and in keeping with our aims, obligations, and responsibilities to our funders, collaborators, stakeholders, and team members.

Requirements

The candidate needs to have deep familiarity with the above tasks, have experience of working with multidisciplinary teams, and demonstrate a deep understanding of their operational requirements. The candidate needs to have extensive experience in management, ideally within higher education or other institutional setting or NGOs, with strong organisational, managerial, and communication skills. Their experience should include budget management across an organisation; administrative and financial management for research projects; building relationships across a large team as well as with external organisations and partners; and development and implementation of policies, protocols, and mechanisms for internal communication. We expect that the successful applicant will have extensive experience with organisational development, strategic planning, development of effective policies/protocols, and administrative/financial oversight, as well as being able to demonstrate their ability to implement operational strategies and policies within a similar setting. The candidate will be required to have excellent communication and interpersonal skills.

Main duties:

- Manage all operational aspects of BF including, but not limited to, the oversight of all financial, human resources (HR), legal, and administrative matters
- Develop and monitor the financial requirements and objectives of BF, including managing multiple grants and exhibition budgets
- Design and implement long-term strategic financial and operational planning, together with the Board and other senior staff
- Oversee and write funding and other procedural applications
- Oversee project budgets and monitor project spending together with the Research Coordinator
- Support the establishment and oversight of new strategies and modes for income generation
- With other senior staff, establish structures and protocols for project management and communication within the structure
- Draft and negotiate contracts with collaborators, funders, and affiliates under the guidance of the Board and external accountants
- Manage all BF team members' recruitment, progression, employment contracts, changes in job descriptions, performance reviews, regrading, visa applications and renewals, and terminations
- With the Director of Research and other senior staff, further develop BF's own standards, feedback mechanisms, protocols, and training programmes for operational, security, and culture issues
- Report on the operational strategy and progress of BF to fellow team members and external stakeholders, including granting bodies
- Present BF strategy, findings, theory, and methods at external events
- You will be required to undertake any other duties as may reasonably be required

Person Specification

The qualifications, experience, skills, and knowledge required of the candidate are detailed below. Candidates will be selected upon evidence of best with these criteria.

The Essential Criteria sections outline the minimum essential requirements for the position; therefore, if you cannot demonstrate in your application that you meet the essential criteria listed below, you will not be invited to interview.

The Desirable criteria sections highlight additional characteristics that would allow the applicant to perform the role more effectively with little or no training. Please note that where qualifications are required, employment is conditional on the verification of them. Qualifications will be verified, and references will be contacted.

The Desirable criteria sections show additional skills which would enable the applicant to perform the role more effectively with little or no training. They are not essential but may be used to distinguish between applicants.

Essential Criteria

- Education to Master's degree level or equivalent
- At least 3 years' experience in organizational and financial management
- Experience working within non-profit organisations, preferably in Switzerland
- Extensive experience in organisational development, strategic planning, and team oversight
- Experience with fundraising and budgeting, in Europe and beyond
- Able to keep administrative oversight, with the help of external accountants
- Able to draft annual reports, including financial reports
- Excellent written and oral communication skills in French and English

Desirable Criteria

- Knowledge of NGO sector, cultural industries and management
- Knowledge of theories around (counter-)forensics, architecture, border and migration studies, history, environmental studies, spatial studies, politics, activism, and/or human rights.
- Experience with projects that deal with politically sensitive subjects
- Experience working within multidisciplinary, cross-border projects
- Knowledge of bookkeeping systems and Swiss tax regulations
- Knowledge of tasks related to HR, employment and freelance
- Experience with reading, adjusting, and negotiating contracts

Additional Skills

- Organisational skills and the ability to work under pressure
- Demonstrate initiative as well as creative problem solving
- Able to work independently as part of a dynamic team

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