

POSITION ANNOUNCEMENT

Position: Senior Business Operations Manager

Category: Full-Time

Reports To: Country Director, India

Location: Chennai, India



INTRODUCTION

Water.org, a U.S.-based non-governmental organization working to increase access to water, sanitation and hygiene (WASH), seeks an experienced, innovative Senior Business Operations Manager to support its growth and expansion in India.

Water.org has been in operation since 1990, implementing sustainable and scalable water and sanitation programs in conjunction with local NGOs and financial institutions. Water.org has pioneered its WaterCredit initiative over the last several years, which works by building the capacity of carefully selected local financial institutions to offer affordable financing for water and sanitation facilities. WaterCredit programs support financial institutions through a combination of financial assistance and technical support.

Since 2003, Water.org has implemented WaterCredit programs with 64 partner financial institutions, facilitating over 500,000 water and sanitation loans worth over \$97 million.

POSITION SUMMARY

The Senior Business Operations Manager will lead, shape and is ultimately responsible for core business strategy and functions of the India Liaison Office (ILO) such as financial and budget management, logistics and administration, and contract management in accordance with the established policies, principles and operating practices of Water.org. This position is additionally responsible for executing her/his work in line with good management practice within India's political, social, cultural and economic environment.

The Senior Business Operations Manager will be responsible for developing and supervising a high-performance finance and administration team, currently consisting of three staff. Additionally, the Senior Business Operations Manager will provide second-line executive leadership, including management support to the India Country Director, leadership of country office business process improvement, development and/or revision of key operational policies, work planning and project management on behalf of the organization. Travel to all districts where Water.org works in country will be required as needed. This position will report directly to the India Country Director.

KEY RESPONSIBILITIES

The key areas of responsibility for this position include, but are not limited to the areas listed below. The Country Director retains the right to adapt, change or reassign staff responsibilities based on the needs of the organization.

Business Planning and Support

35%

Ensure a robust business environment that identifies and addresses operational challenges and promotes rapid and collaborative solutions, and best practices. Key tasks include, but are not limited to:

- a. Participate in cross-functional committees and working groups to support the achievement of organizational goals.
- b. Ensure operational policies are in place and/or optimized to ensure effective use of organizational resources, reduce workflow obstacles and ensure best practices. This may include leading research and execution of business process improvement to streamline existing office procedures to ensure seamless interface with vendors, contractors and other stakeholders.
- c. Lead preparation of periodic reporting that summarizes the operational and financial performance results to reduce costs and improve operational standards.
- d. Advise and support India Country Director to manage key organizational priorities for the India Liaison Office, including but not limited strategy implementation, new business development, operations support and resource planning.
- e. Ensure disaster recovery and business continuity plans are implemented and maintained

Fiscal and Administrative Management

35%

Lead financial and administrative planning and reporting, including control of operational budgets, accounts, financial reports and banking to ensure appropriate finance and administration practices and reporting are in place and enforced. Key tasks include, but are not limited to:

- a. Act as primary interface with AD bank and coordinate all banking operations, ensuring all periodic submissions are accurate and on time.
- b. Ensure compliance with all applicable national, state, and local statutes and regulations, including proactive review and response to applicable circulars and legislation to ensure Water.org retains a stellar reputation in country.
- c. Consult, as needed and/or directed by the India Country Director, with legal counsel on compliance and tax issues.
- d. Ensure smooth coordination of logistical support, including travel, event planning and administrative services.
- e. Ensure superior management and maintenance of all Water.org assets, equipment and facilities, including rental contracts and third party service providers.
- f. Ensure proper documentation, procedures and manuals for control of organizational records.
- g. Plan and manage all contracts that are executed by the India Liaison Office to ensure that they are professionally delivered at appropriate costs. This may include developing and/or revision contract management procedures and practices.
- h. Ensure contracts and vendors are continually assessed to deliver best value to Water.org.

Risk and Audit Management**15%**

Mitigate potential and actual organizational risks by monitoring areas of high risk (including but not limited to internal use of funds, use of funds by partners, governmental requirements, compliance with labor laws, and organizational reputation) and assess risk through leading external and internal audit processes for the organization and for partner programs. Key tasks include, but are not limited to:

- a. Develop a list of key areas of risk (e.g. internal use of funds, internal controls, governmental requirements, partners' use of programmatic funds, etc.) and ensure adequate monitoring and mitigation strategy for each is in place.
- b. Lead internal and external audit planning, execution and reporting, with Water.org finance staff.
- c. Lead continuous improvement for audit procedures and knowledge, such as data extraction and analysis tools (MS Access, MS Excel, CAATs, etc.) audit sampling methodologies & techniques, report writing and resource planning.
- d. Ensure compliance with statutory requirements on fire, health and safety standards.

Personnel Management**15%**

Build and maintain an environment that supports teamwork, co-operation and performance excellence with the broader India Liaison Office teams. Key tasks include, but are not limited to:

- a. Develop and sustain a high-performance, well-motivated team.
- b. In collaboration with the India Country Director, liaise with WO-US HR, Finance and International Programs staff to ensure adequate operational support for workforce planning, policy development, review and/or revision of HR manuals, employee benefits and salary administration.
- c. Provide backstopping of India Country Director in his absence.

CORE COMPETENCIES**Planning and Organizing**

- Plans and organizes key responsibilities and tasks to achieve program deliverables and objectives.
- Effectively sets priorities and schedules work and activities to accomplish organizational goals.
- Allocates and uses resources properly.

Initiative

- Proactively takes action to influence events.
- Generates ideas for improvement, takes advantage of opportunities and suggests innovations.
- Willing to do more than is required in position.

Communication

- Listens actively and checks for clear understanding.
- Expresses ideas concisely and effectively.
- Organizes and delivers information appropriately in one-on-one, small group, large group or presentation settings.

Problem Solving

- Analyzes problems by gathering and organizing all relevant information.
- Involves a cross-section of stakeholders in problem solving process.
- Identifies cause and effect relationships.
- Initiates appropriate solutions to issues and problems.

Integrity

- Shares complete and accurate information.
- Maintains confidentiality and meets personal commitments.
- Adheres to organizational policies and procedures.
- Speaks openly and candidly when problems arise that could represent risk to the organization.

Work Standards

- Sets and maintains high performance standards.
- Attention to detail, accuracy and completeness.
- Shows concern for all aspects of the job and follows up on work outputs.

Collaboration

- Interacts with people effectively and is able and willing to share and receive information.
- Cooperates within and across groups.
- Supports group decisions and puts organizational goals ahead of personal goals.

QUALIFICATIONS

- Master of Business Administration or Graduate Degree in related field (e.g. Management, Administration, Accounting, Finance). Additional certifications, trainings and coursework considered and preferred, such as Business Process Management, Operations Management, Sigma Six or Project Management Professional.
- At least five years in a mid-level or executive level management position, leading business strategy and operations and/or project management required.
- Demonstrated proficiency with and mastery of audit, financial and accounting principles and practices.
- Advanced knowledge of relevant computer software programs (e.g. QuickBooks, Tally, MS Office products, database software, etc.)
- Experience reporting to and working with institutional donors in the international development arena, particularly with respect to microfinance and/or WASH highly desired.
- Understanding of development finance, including but not limited to, microfinance, foreign and domestic investment, MSME, etc.
- Demonstrated proficiency in facilitation and capacity building skills to ensure collaboration and linkages between staff, donors, partners and stakeholders.
- Ability to travel 10-25% of time.
- Fluency in English and at least two official Indian languages
- Must have Indian citizenship or work permit

SALARY/BENEFITS

This full-time position offers a competitive salary commensurate with experience. Benefits include annual leave, recognized government public holidays, health coverage, insurance and provident fund contribution.

APPLICATION INFORMATION

Please apply with CV and cover letter at <http://water.org/about/careers/>. Applications will be reviewed as they are received. Please do not contact us about the status of your application.

Water.org is an equal opportunity employer. We do not discriminate on the basis of age, ethnicity, gender, nationality, religious belief or sexual orientation.

For more information on Water.org, please visit www.water.org and www.watercredit.org.