

POSITION DESCRIPTION

MANAGER – OPERATIONS

REPORTING TO: EXECUTIVE DIRECTOR

LOCATION: HEAD OFFICE - BARBADOS

The Manager – Operations will be held accountable for leading the supporting operational arms of the Agency across its offices in Barbados, the Dominican Republic and Haiti. In this context the areas of Finance, Human Resources, Information Technology Management, Records Management, Procurement and Facility Management will report to the incumbent. The incumbent will be expected to support the core technical programmes of the Agency by ensuring that operational and administration systems assure that required assets, tools and other resources are expeditiously procured and judiciously utilised. Significant within this accountability will be the expectation that the incumbent will lead and deliver on the Agency’s digital transformation thrust. The talent management strategy of the Agency will be strategically aligned and driven by the Manager -Operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Vision/Strategy Development and Execution

- a. Develop and implement operational support strategies and initiatives that support all Caribbean Export’s Technical Programmes.
- b. Lead the performance measurement and management of the operations arm of the Agency to help achieve Caribbean Export’s Strategic Plan.
- c. Undertake ongoing review and action to enhance operational efficiency.
- d. Ensure coherence and alignment of the Agency’s operations across its three offices based in Barbados, the Dominican Republic and Haiti.
- e. Agree personal performance targets with the Executive Director.

2. Innovation, Growth and Organisational Capacity

- a. Lead the talent management strategy and action plan at Caribbean Export to optimise talent and human resource potential and performance.
- b. Ensure the appropriate physical assets, tools and equipment are procured, managed, and utilised to improve human resource productivity and operational efficiency at Caribbean Export.

- c. Define performance expectations for staff members in operations and monitor performance.
- d. Periodically review and recommend, in conjunction with HR and other members of the management team, the appropriate technical and personal development training required for staff.
- e. Provide coaching and mentoring for staff. (Operation Staff)
- f. Drive Caribbean Export's digitisation thrust internally and externally

3. Customer-Stakeholder Management

- a. Develop and sustain a Stakeholder Relationship Management approach for all stakeholders of the Operations Department.

4. Financial Stewardship

- a. Build, implement and continuously improve financial and cost management systems at Caribbean Export that deliver strategic targets and satisfy legislative and best practice compliance requirements.
- b. Ensure that all projects are executed in accordance with donor agency procedures.
- c. Liaise with implementing agencies such as the European Union Delegation and other relevant agencies. Particularly on matters relating to the financial administration of the Agency.
- d. Liaise with the governments in the host countries of Caribbean Export to ensure that the rights and immunities of the Agency are properly upheld.
- e. Prepare annual budgets in close collaboration with the programme team.
- f. Prepare financial reports monthly for CPT and Donor funds and project progress reports as required.
- g. Lead the development and implementation of a Caribbean Export procurement system that is strategically supportive and robust.
- h. Coordinate and ensure the timely completion of annual external audits.
- i. Provide quarterly financial information for progress reports prepared by M&E

5. Internal Business Processes

- a. Develop and implement internal processes for efficient and effective management of all operations and administration areas.
- b. Lead the process reengineering of Caribbean Export towards digitisation.
- c. Continuously review the internal process efficacy of the department.

Key Deliverables

- Reference the Strategic Implementation Plan for targets.

COMPETENCIES

1. Education Qualifications:

- a. A Postgraduate degree in Business Management, Finance, Accounting, Information Technology, or a related field.

2. Experience

- a. At least fifteen (15) years' experience in a similar capacity in organisations with comparable challenges.
- b. Experience with EU programmes or knowledge of EU (EDF) financial procedures.
- c. Experience working with regional matters, particularly CARIFORUM related matters.

3. Knowledge

- a. Very knowledgeable of accounting systems.
- b. Knowledgeable of best practice systems of procurement.
- c. Aware of the prevailing procurement legislation in CARIFORUM.
- d. Knowledgeable of best practice HRM systems and approaches.
- e. Aware of best practice approaches to digitisation.

4. Skills

- a. Demonstrable experience in project management.
- b. Excellent oral and written communication skills.
- c. Excellent negotiation skills.
- d. Proficiency in the use of Microsoft Office programmes, especially Microsoft Word, Microsoft PowerPoint.
- e. Fluent in English. Ability to communicate in French, Spanish or Dutch, desirable.

5. Leadership Skills

- a. **Vision and Strategic Leadership**
 - I. Must be able to create a vision, a picture of the future that the stakeholders want to embrace, support, be engaged in and be inspired by.
 - II. Must have the ability to adapt to and work with a variety of situations, individuals and groups. In addition, he/she must have the ability to be open to different and new ways of doing things.
 - III. Must have the ability to anticipate the implications and consequences of situations and take the appropriate action.

- b. Maximising Performance Results**
 - I. Planning and Decision Making – Must demonstrate the ability to plan, make decisions and solve problems involving varied levels of complexity, ambiguity, and risk.
 - II. Operational – Focus – Must be results oriented.

- c. Relationship Building and Influencing**
 - I. Must demonstrate the ability to develop, maintain and leverage relationships with others inside or outside of the organisation who can provide information, assistance, and support.

TRAVEL DEMANDS

- Travel is expected from time to time with particular reference to the other offices of the Agency.