

ICMPD Job Profile

Senior Operations Manager¹

Functional Overview

The Senior Operations Manager leads and oversees the full scope of operations, administration and resource management functions in *the Regional Office/Representation/Mission*, as applicable. The role includes safeguarding institutional compliance, strengthening efficiency and accountability and ensuring that operational, administrative and resource management functions support programme delivery in line with ICMPD's strategic objectives, donor obligations, national and other applicable regulatory frameworks. The SOM monitors and analyses efficiency of business processes, assesses emerging issues and develops solutions. The SOM acts as an administrative advisor to *the Head of Region/Representation/Mission* and the Senior Managers and is responsible for coordinating the resource management and administrative functions and teams required for the implementation of the portfolio in an efficient and cost-effective manner.

Reporting to the Head of Region/Representation/Mission and working in close coordination with internal stakeholders in the given office/s and relevant HQ units, the SOM ensures effective planning, compliance, operational coherence and alignment of administrative processes with ICMPD's regulatory and institutional framework. The position plays a critical role in ensuring that programme implementation is supported by sound resource planning, allocation and coordination of financial, human and administrative resources and high-performing support teams.

Key Results

Operational Planning, Resource and Financial Management: Operational and financial planning is led and coordinated to ensure cost-effectiveness, compliance and full alignment with ICMPD's strategic objectives for programme and project implementation. Efficient allocation and monitoring of resources across programmes and projects is ensured. Programme budgeting and financial reporting processes, procurement workflows, project financial oversight, certification processes and related administrative functions are managed in a coherent and compliant manner. Financial risks are identified and corresponding mitigation measures are designed and applied to safeguard institutional integrity and continuity of programme delivery.

In close coordination with the Resource Management Teams, the Grant Resource Management Teams the Administrative Teams, the Senior Managers and other internal stakeholders, as well as the relevant HQ units, the Senior Operations Manager ensures the preparation of operational budgets, financial forecasts and staffing plans. Resource mobilisation efforts are supported through the

¹ This job profile is classified at LP/IP4

development of budget proposals and financial justifications aligned with portfolio planning needs. Regular assessments of financial and resource utilisation are conducted to ensure economies of scale and adherence to donor agreements.

Compliance, Governance and Institutional Coordination: Full compliance with ICMPD financial, HR, procurement, administrative and operational policies is maintained across all functions. Institutional governance, audit processes, spot checks and reviews are supported through the provision of timely documentation, explanations and follow up. The Senior Operations Manager oversees the implementation of national requirements and Seat Agreement obligations related to administration, taxation, HR and operational arrangements, coordinating with national authorities and HQ units to ensure legal soundness and institutional coherence. The position ensures that internal control mechanisms are fully applied and updated in line with ICMPD frameworks and donor regulations.

Financial Oversight, Budget Execution and Cost Control: Expenditures are monitored to ensure that they remain within approved budgets, donor funds and other applicable sources of financing are utilised responsibly, efficiently and in accordance with institutional requirements. Financial reporting is prepared in compliance with institutional and audit standards. Regular cost assessments for staffing and operational needs are carried out to promote efficiency and cost-effectiveness. Financial risks are identified and mitigated, and reporting and compliance measures are implemented to ensure audit readiness and donor accountability. In close coordination with the HQ Finance and Budget Unit, financial risks are monitored, and informed decision-making by the Head of Region, Representation or Mission and Senior Managers is supported.

Strategic Support to Programme Delivery: Operational guidance and support for project and budget design is provided to Senior Managers, with particular emphasis on portfolio structure optimisation, overall HR portfolio planning, resource optimisation and effective budget execution. Administrative and financial communication with donors and beneficiaries is facilitated, coordination between programmes is strengthened, and operational readiness for new initiatives is ensured. Contributions are made to stakeholder engagement and to maintaining institutional credibility through coherent and aligned operational and financial inputs.

Coordination of Operational and Administrative Services: Administrative and operational services are overseen in full compliance with ICMPD rules and procedures. Coordination and consistency in operational processes and administrative workflows across programmes are ensured, and, where applicable, oversight of the Pool of Assistants is provided. Office infrastructures and shared services are maintained in line with ICMPD standards. In close coordination with HQ, operational arrangements and HR provisions are aligned with Seat Agreement obligations or, where required, with interim legal solutions appropriate to the national legal context. Support is provided to the Head of Region, Representation or Mission in interactions with national authorities, including relevant ministries and tax authorities. The operational framework for the establishment, expansion and closure of offices is overseen to ensure strategic alignment with MDC's decentralisation approach. Operational procedures are maintained to ensure standardisation, efficiency and compliance across all offices.

Operational Efficiency and Process Improvement: Continuous review and optimisation of internal workflows, administrative systems and management tools is ensured as a core responsibility of the position. Administrative processes are streamlined, cost-efficient and fit for purpose, with procedures harmonised across teams and aligned with ICMPD's corporate standards, digital systems and institutional frameworks. Regular and constructive channels of communication with the relevant

units of the Management Directorate are established to support this alignment. Knowledge gathered through these exchanges is shared appropriately with staff, and innovative ideas emerging from the Region, Representation or Mission are channelled to HQ for consideration and institutional learning.

Team Leadership, Performance Management and Capacity Development: Resource Management, Grant Resource Management and Administrative teams are led, supervised and guided to ensure effective performance and collaborative service delivery. The Senior Operations Manager defines roles, allocates responsibilities and monitors performance, providing regular feedback, coaching and structured follow up in line with ICMPD's performance management framework. Capacity gaps are assessed and addressed through targeted training and continuous knowledge sharing. Staff are kept informed of institutional developments, updates to rules and new procedural requirements to ensure compliance and service consistency.

Required Expertise

- Strong expertise in administrative and operational management in an international context, covering procurement, logistics, office management, shared services and HR support functions.
- Proven ability to plan and manage operational and financial processes, including budget formulation, financial oversight, cost control, and preparation of financial inputs for proposals and donor submissions.
- Solid understanding of donor regulations and financial rules, particularly those of the European Commission, and ability to apply them in operational and administrative processes is an asset.
- Demonstrated ability to analyse resource trends, identify operational risks and recommend adjustments to strengthen efficiency, internal controls and service delivery.
- Experience reviewing and improving business processes, harmonising workflows and implementing operational procedures in line with institutional frameworks.
- Strong leadership skills with the ability to supervise, guide and develop multi-disciplinary and multi-cultural operations teams across different locations.
- Ability to coordinate operational arrangements with national authorities, headquarters support functions, and external service providers on technical and administrative matters.
- Strong organisational, analytical and drafting skills, with the ability to manage multiple priorities while ensuring accuracy and compliance.
- Proficiency in ERP systems, financial management tools and digital administrative platforms.

Qualifications, Experience and Language Skills

- Master's degree in finance, business administration, public administration, management, or a related field.
- Minimum of eight years of position relevant experience in operational administration, financial management, resource planning and project or programme administration in an international context.
- Demonstrated experience leading or supervising multi-functional operations or administrative teams.
- Experience in procurement, logistics, HR support and office management in an international setting.
- Advanced proficiency in ERP systems and digital administrative tools.
- Strong interpersonal and communication skills.
- Proficiency in English (verbal and written) and the language of the duty station.