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| **Job Title:**  | Operations Manager |
| **Location:**  | Bonn, Germany (remote work not possible). |
| **Contract duration:**  | Temporary contract – 2 years (extension possible, subject to satisfactory performance) |
| **Working Hours:** | Full-time - 40 hours per week. |
| **Starting Date:** | As soon as possible |
| **Travel:** | Sporadic travel is required |

**DRS is looking for an Operations Manager** for an international, non-governmental organization to manage the administrative functions of the Performance and Standards Unit (PSU), including contracts, invoicing, event planning, travel, and budget management. The role involves centralizing processes, working closely with program leaders, and overseeing a team of two administrative assistants. Strong coordination, time management, and project management skills are essential to ensure smooth daily operations and effective collaboration across remote and on-site teams.

**Main Roles and Responsibilities:**

* To manage the handling of contracts, including the establishment of PSU-relevant procedures, automation, coordination of contract processes across the unit, drafting, uploading in DocuSign, liaising with the Procurement team and Legal department, filing, etc.
* To manage the handling of invoices, expense statements, and virtual card payments, including automation and management of an invoice registry, preparing for signature, scanning, filing of receipts, liaising with the Finance department, etc.
* To ensure quality management by analyzing the contents of documents (including contracts, invoices, and other documents). Under handling to identify inconsistencies, errors, and any regular mistake patterns, as well as other issues needing corrections and training of responsible staff.
* To oversee the making and coordination of travel arrangements for working group members, members of the Policy and Standards Committee, senior unit staff, and guests, and to provide logistical support, including for visa applications, booking of flights, hotels, other means of transportation, etc. and liaise with the Travel Manager as necessary.
* To oversee and centralize logistics related to in-person and virtual meetings and book meeting venues and hotels by liaising with the Procurement team and venues.
* To serve as a central point of contact of the unit for external correspondence and general inquiries.
* To ensure and coordinate general administrative support to the unit.
* To duly manage and file relevant documents (e.g., contracts and invoices), as well as organize folders according to the PSU SharePoint instructions.
* To liaise with administrative staff in other organizational units to address common issues, identify root causes and effective solutions, and raise/ escalate issues towards management as necessary.
* Additional tasks as agreed with the PSU Directors.

**Qualifications and competencies:**

***Education and Training***

* MBA or proven project management qualification is preferred. Vocational training or equivalent in a commercial occupation (min of BSc.), qualification in office management, e.g., from business school, might be accepted depending on the level of experience and excellence achieved (e.g., min of Bürofachkraft known within Germany).

***Working Experience, Style and Skills:***

* At least 5 years of professional experience in one or more of the following areas: project management, administration, office management.
* Project management certification and proven records of successful completion of projects from start to finish.
* Proven record of working with content evaluation and management of documents.
* Pro-active work attitude and approach towards solving problems as they occur and by using common sense.
* Good organizational skills.
* Very strong analytical and problem-solving skills.
* A very strong sense of diligence and accuracy.
* Excellent time management skills: Ability to perform well while handling simultaneously several administrative and support functions.
* Service and solution-oriented attitude to work.
* Proactiveness and high level of engagement.
* Excellent administration skills.
* Demonstrated cultural awareness and sensitivity to the diversity of values, views, and approaches to issues relevant to the organization by stakeholders around the world.
* Exemplary personal and professional attitude and conduct, including user and service orientation.
* Experience in working for an international organization in a multi-stakeholder environment is an asset.

***Computer Skills:*** Good skills in the use of/experience with:

* Standard software packages (MS Office 365; strong skills in MS Word and Excel).
* Microsoft Teams and Sharepoint document libraries.
* Adobe Acrobat is an asset.
* Power BI (or equivalent) and automation tools (if the candidate does not currently possess these skills, s/he is required to acquire them within 6 months from taking on the position).

***Communication and relationship management skills:***

* Exemplary verbal and written conduct and communication skills.
* Skills to lead a conversation and the ability to arrive at timely conclusions.
* Ability to establish and maintain positive interpersonal relations.
* Strong presentation skills.
* Conflict management skills.
* Assertiveness.
* Fluency in English (spoken and written).
* Fluency in Spanish (spoken and written) is a plus.
* Fluency in French (spoken and written) is a plus.
* Communicative skills in German (spoken and written) are a plus. The organization provides support in acquiring desired language skills.
* Ability to explain complex topics to a layman’s audience.