

Operations Manager Job Description

Name:

Job Title: Operations Manager

Employment Type: Full Time

Starting Date: March 15th, 2026

Employment Term: 1 year (Renewable)

Job Category: Operations

Supervisor: Executive Director

Job Summary:

The Operations Manager is responsible for overseeing the day-to-day administrative and operational functions of the organization. This role ensures that systems, policies, and processes are in place to support the effective delivery of programs, ensure compliance, and promote organizational efficiency.

Key Responsibilities

1. **Operational Management**
 - Lead and coordinate the development and implementation of operational framework and strategies.
 - Supervise daily support operations and ensure effective workflows across departments.
 - Manage procurement, logistics, and inventory systems.
2. **Financial Oversight**
 - Support budgeting, financial reporting, and expenditure tracking.
 - Support fundraising efforts and monitor use of resources to ensure alignment with approved budgets.
 - Assist in financial audits and donor compliance processes.
3. **Human Resource Support**
 - Coordinate recruitment, onboarding, and staff development processes, including staff appraisal.
 - Maintain HR records, contracts, and performance management systems.
 - Ensure organizational compliance with labor laws and HR best practices.
4. **Compliance and Risk Management**
 - Ensure compliance with statutory, donor, and internal operational requirements.
 - Manage organizational insurance, licenses, and legal documentation.
 - Maintain and update operational policies and procedures.
5. **Facilities and ICT Management**
 - Oversee the maintenance and functionality of office premises and equipment.
 - Ensure effective use of technology and data systems to support operations.

6. Reporting and Documentation

- Support periodic project reviews and reflections to inform decision-making
- Prepare and present timely operational reports to the Executive Director.
- Maintain accurate digital/physical documentation and filing systems for operations

7. Strategic Partnerships

- Build strategic partnerships with key stakeholders to include NGOs/CBOs/learning institutions/National and County agencies to advance the HKSAI mission

Key Competencies:

- Strategic thinking and problem-solving
- Team leadership and people management
- Process improvement and systems orientation
- Strong ethics and accountability
- Attention to detail and time management

Consolidated Pay:

Your salary will be **KES. 41,600.00** gross per month. This will be paid monthly in arrears subject to the applicable Statutory Deductions at the prevailing rate and such other deductions of any sums owing to HKSAI at any time from your salary or any other deduction with respect any overpayment of any kind made to you or in respect of any outstanding debt or other sum due from you as the organization is permitted to make.

Performance Reviews:

Your performance will be reviewed under the organization's performance policies (refer to HR manual). You will review your annual performance targets and objectives as agreed with your supervisor at the beginning of each year, and your performance will be measured against these targets and objectives, in accordance with the performance policy.

Leave: Annual Leave

You will be entitled to **21 working days** of annual leave in every leave cycle starting on January 1st, and ending on December 31st. You will observe all statutory holidays in Kenya. Other categories of leave may be found in the HR Manual.

Conflict of Interest: You must devote the whole of your attention and ability during your working hours to your duties for HKSAI. You must not, in any circumstances undertake any other work during your working hours. During your free time, you must not engage in any employment, freelance work which is similar to or competitive with our organization's line of work unless you have prior written permission from the Executive Director.

Intellectual Property and Confidentiality: You accept that intellectual property of any copyright material developed by you while in the course of the organization's employment shall vest in the organization. During your employment and after your employment has terminated, you shall not

directly or indirectly use or disclose to third parties other than in the proper performance of your duties for the organization, any of the secrets and confidential information of the organization or any other associated organization.

Confidential information shall extend to all information of a confidential nature or in the nature concerning the organization, business, finance, databases, projects, processes, partners or stakeholders and/or affairs of the organization or any associated organization.

Depending on your seniority and type of engagement, you may be required by the organization to sign a deed of confidentiality and/ or a confidentiality and proprietary information agreement binding you to keep the organization's confidential information a secret even after your exit from the organization howsoever that exit may arise.

Resignation: Should you wish to resign from HKSAI, you shall serve the organization with a one month's notice or pay the organization a one month's salary in lieu of such notice.

During your probation period, the notice required will be fourteen (14) days or pay the organization the equivalent of fourteen (14) days salary in lieu of such notice.

Redundancy: In the event that the organization finds it necessary to terminate your employment on the grounds of a declared redundancy, the conditions that you must comply with will be outlined in the HKSAI HR Policy on Redundancy.

Data Protection: During your employment with the organization, personal data provided by you to the organization will be held by and used by the organization (and may be needed by the organization subsidiaries affiliates or associated or related organization) for purposes related to your employment

By signing this contract, you hereby give your consent to the holding and processing of personal data provided by you to the organization as well as its subsidiaries, affiliates or associated or related organization for all purposes relating to your employment.

Use of Organization Equipment: As a term and condition of your employment, you acknowledge and accept that: E-mails and the internet should not be used to create, send, receive or store any material which is offensive, discriminatory, disruptive or infringes copyright. Occasional personal use must not, in the organization's sole judgement, exceed a reasonable level or disrupt normal work activities.

Organization Property: On or before the termination of your employment (howsoever arising) you will be required to return all organization property in your custody to your supervisor or such other designated officer of the organization.

For the avoidance of doubt, such items include but shall not be limited to the following; keys, Work Identity cards work reflectors, portable equipment such as laptops, phones, chargers, official documents, plans and software media.

In the event that you fail to return organization property, or if at any time organization property is found in your possession and/or control the organization reserves the right to offset the value of such property against your salary and non-statutory dues and if necessary to take such action as will be required to recover any shortfall.

Other Governing Policies: A copy of our HR Manual shall be provided soon as it is approved for your review and you should read it carefully before accepting this offer. It forms part of the terms of your employment.

The organization reserves the right, at its sole discretion, to change the conditions of your employment, including location within Kenya, and the terms of the HR Manual from time to time by giving you written notice of any such changes.

In addition to the HR Manual, the organization will in its complete discretion publish such organization policies as will be necessary to effect the smooth operation of the organization. Where there is any conflict between the terms of this letter, the HR Manual and any other Company Policy shall prevail.

The agreement arising from your acceptance of this offer letter and terms and conditions stated in the preceding paragraphs above shall be governed by and construed in accordance with the Laws of Kenya.

Governing Law: If you agree with the foregoing terms and conditions, and accept this offer, please indicate your acceptance by signing each page and returning one (1) signed counterpart to the ED before close of business on January 31st, 2026 as evidence of your acceptance

Qualifications and Experience

- Bachelor's degree in Business Administration, Public Administration, Social Studies, Project Management, or related field (a Master's degree is an added advantage).
- At least 3 years of experience in operations management, preferably in the non-profit or development sector.
- Strong knowledge of budgeting, procurement, and HR practices.
- Excellent leadership, communication, and organizational skills.
- Proficient in Microsoft Office Suite and management software tools.
- Good understanding and passion for youth and women empowerment, and Reproductive health and rights issues
- Good networking, capacity building skills, and good communication skills. Proficiency in digital communication tools, graphic design, and social media management
- Training in participatory methodologies is an added advantage
- Ability to work independently and as a team player
- High level of personal integrity
- Strong verbal communication skills, writing and editing skills with attention to detail



- Prior volunteer or Interest in nonprofit organization, community engagement, or social impact
- Self-motivated with strong organizational skills.