



---

**Job Description**  
**Operations Manager**  
**Location: Optional Remote**

**About Free the Slaves**

Founded in 2000, Free the Slaves (FTS) is a pioneer and leader in the global effort to eradicate slavery. Our mission is to end the conditions that allow modern slavery to exist. Free the Slaves works at the grassroots level to empower vulnerable individuals and communities to achieve freedom from slavery and develop resistance to slavery. We work with and through local partners to build capacity to combat slavery and trafficking. We advocate for policies and laws that help in the fight against slavery. We are committed to rigorous assessment of our work and scrupulous integrity in the use of donor funds. Headquartered in Washington, D.C., with programs in the Caribbean, Latin America, Africa, the Middle East and North Africa, and Asia, Free the Slaves has a diverse and expert staff and a highly engaged and supportive board of directors. For more information, see [www.freetheslaves.net](http://www.freetheslaves.net).

**Position Overview**

The Operations Manager is responsible for oversight of Free the Slaves' policies and procedures and operations, including working with the finance team, development team, and providing support to the programs team. The Operations Manager is responsible for coordinating human resources and other administrative systems integral to the organization's functioning. The Operations Manager collaborates with senior management and other relevant staff members to strengthen various processes and procedures, ensure compliance with all legal and financial obligations, and coordinate with external vendors and consultants, including IT support. The Operations Manager works closely with the Finance Manager and reports directly to the executive director.

**Responsibilities**

Operations:

- Ensure compliance with organizational policies and procedures and all administrative and legal requirements.
- Review, revise, initiate and implement policies and procedures to strengthen the operations of the organization.
- Completes operational requirements by scheduling and assigning administrative projects and expediting work results.
- Screen memorandums of understanding, other agreements with partners and consultants, and contracts with vendors, to ensure compliance with FTS policies and procedures as well as funder and legal requirements.



- Act as liaison with sub-tenants and external vendors/support providers.
- Collaborate with programs, fundraising, and finance teams as needed

#### Human Resources:

- Coordinate recruitment with the Executive Director and department heads.
- Post open jobs to appropriate job boards, company websites, and other outlets.
- Screen applications and set up interviews, as directed by the Executive Director.
- Ensure required procurement policies and processes are complied with, and maintain a procurement/recruitment file, for all staff and consultant hires.
- Ensure effective orientation schedules and on-boarding procedures for new employees.
- Understand and apply relevant HR laws and regulations.
- Maintain updated and legally compliant personnel files.
- Oversee benefits administration and FTS' time and attendance system, with the Finance Manager.
- Assist in developing and updating job descriptions.
- Work with the executive director to coordinate annual and midyear evaluation processes.
- Lead the contractual components of consultant recruitment, including reviewing consultancy contracts for legal, FTS policy, and financial compliance.
- Assist with the termination process, including implementation of exit checklist and conducting exit interviews.
- Support intern recruitment and on-boarding of interns

#### IT:

- Oversee the relationship between FTS and the IT contractor.
- Ensure operation of equipment by completing preventive maintenance requirements, maintaining equipment inventories, and evaluating new equipment and software
- Work with the IT contractor to troubleshoot problems and ensure the adoption of the most effective internal (interoffice) communication and data management systems.
- Work with the IT contractor to assess and improve FTS systems and plans.
- Collaborate with IT and senior management to develop new policies and procedures, oversee implementation of any new procedures, monitor and obtain feedback.

#### Finance:

- Work with the Finance Manager and support the external accountant to provide an interface with the programs department.
- Work with programs staff to prepare proposal budgets.
- Support the external accountant and Finance Manager in the completion of the annual audit.
- Complete and maintain state charitable registrations.



- Support budget development for proposal and donor reporting as needed

#### Vendor relations:

- Work with service, goods, and support providers, including insurance agents, real estate brokers, and equipment vendors.
- Maintain files for all contracts concluded.
- Monitor copier and ensure costs are charged to the appropriate account.

#### Requirements

- Strong organizational and time management skills.
- At least three years of professional experience working in nonprofit operational administration, including experience in human resource and financial management.
- Bachelor's degree, ideally in business administration, law, nonprofit management, or a related field.
- Passion and commitment to ending modern slavery.

#### Preferred

- Human resources training and experience.
- Experience in an international NGO setting/understanding of international programs and challenges.
- Fluency in one or more of FTS' working languages (French, Spanish, and/or Arabic preferred).

#### To Apply

Applicants should submit a tailored cover letter that outlines their interest and relevant experience, a resume, and a list of three references from former supervisors and/or colleagues. PLEASE SUBMIT THESE AS ONE (1) WORD OR PDF DOCUMENT to [careers@freetheslaves.net](mailto:careers@freetheslaves.net) Include your last name in the subject line and title of your application.

#### Deadline for Submissions:

Interested applicants are encouraged to apply as soon as possible, as consideration of candidates will be done on a rolling basis, and the position may be filled before the application deadline.

**The application deadline is February 25, 2021, at 5:00 p.m. (EDT)**



Free the Slaves is an equal-opportunity organization. Qualified applicants are considered for employment and consultancies without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.