**Terms of Reference**

**Position: Operations Lead**

**Reports to: Chief Operations Officer**

**Location: Phnom Penh, Cambodia**

**Duration: 12 Months with the possibility of extension based on performance**

**Employment type: Fulltime**

**Contractual arrangement: “eligible for Cambodian residents/citizens only”**

**Program Background**

The CAPRED Facility is Australia’s flagship bilateral economic development program in Cambodia, focusing on economic recovery and resilience over the next four years, with a possible three-year extension.

The Facility supports Cambodia in implementing a range of necessary economic interventions and reforms to maintain the country’s economic transition. These interventions and reforms are primarily aimed at encouraging more productive and inclusive public and private investment, which promotes a resilient, inclusive and sustainable economy (RISE).

CAPRED interventions fall under three technical components including: Agriculture and Agro-processing; Trade, Investment and Enterprise Development and Infrastructure Development; and one Cross-Cutting component comprising: Gender Equality, Disability and Social Inclusion (GEDSI), Climate Resilient initiatives, and policy support. and policy support. GEDSI is at the heart of all that CAPRED does.

**Position Summary**

Reporting to the Chief Operations Officer (COO), the Operations Lead will undertake a critical role in the core program team, taking responsibility for the efficient implementation and management of human resources, the office facilities, administration, logistics and IT functions. The role will also work closely with the COO to ensure the smooth operation of the office systems for effective management of CAPRED’s operations. This role is not responsible for the financial, procurement and grant functions. Nor any program technical areas. This is an entrepreneurial role, which requires creativity, proactive thinking, ownership, self-accountability, adaptability, resilience, and problem-solving skills.

**Roles and Responsibilities**

1. **Leadership**

* Directly supervise, provide leadership and performance management of the staff that fall under this position in accordance with the organisation chart namely, HR, Administration, IT and Logistics.
* Lead on all Human Resource matters including compliance to Cambodian HR laws and regulations, recruitment strategy, performance management and identify areas for improved alignment with CAPRED workforce needs towards.
* Lead on necessary administrative management, logistics and support services for the CAPRED team to ensure deliverables are completed on time, stakeholders are kept informed, and resources are allocated efficiently; monitor progress, update CAPRED management, mitigate risks, and ensure alignment with CAPRED’s objectives.
* Oversee a functional and secure IT system which meets facility requirements.
* Acts as Security focal point and oversee the security operations including fire warden, coordinating and providing security and safety updates and risks for the team, and staff briefings in relation to security.

1. **Technical**

* Assesses current HR policies and programs identifying areas for improved alignment with CAPRED workforce needs
* Coordinate and support travel arrangements and logistics, including visa applications international staff and consultants, for high level visits and study visits overseas.
* Identify and manage risk associated with services to support CAPRED and advise the Chief Operations Officer of any imminent threats and strategies to minimise risk to CAPRED team and the facilities activities, particularly in relation to Occupational Health and Safety (OHS).

1. **Compliance**

* Ensure monitoring and reporting of all non compliance issues with Operations Manual, DFAT policies and standards and Cowater policies and Codes.
* Ensure stakeholders will operate within Cowater and DFAT-related codes of conduct and policies including all inclusion-related policies such as Child Protection and PSEAH; antifraud and corruption; value for money and other policies.
* Commitment to championing environmental sustainability and climate action across the Facility.

1. **Stakeholder relationship**

* Build, promote and maintain collaborative relationships within the CAPRED team and external stakeholder where an open culture and continuous learning is encouraged and fostered.

**Selection Criteria**

**Essential Criteria**

* A degree (preferably an advanced degree) in Human Resources, Management, Business Administration or related field.
* Minimum of 10 years of progressive experience in the professional services and/or international donor funded environment, preferably with a business support and office management support service focus.
* Understanding of, and demonstrated commitment to, ensuring all human resource, office and logistic functions support GEDSI processes and outcomes.
* Growth mindset, with a willingness to learn, tackle challenges, and seek improvement
* Commitment to continuous learning, professional development, and seeking opportunities for advancement.
* Strong command of the English language, both oral and written, with the ability to produce high-quality content.
* Excellent teamwork skills, as well as an ability to work independently and take initiative to progress activities.
* We prioritise talent, potential, and the right mindset over extensive experience.
* Experience in Compensation and Wage Structures
* Fluent in English and Cambodian.

This is a full-time position located within the CAPRED facility office in Phnom Penh with attractive monthly remuneration package being commensurate with qualifications and experience.

Any travel outside Phnom Penh for work purposes will be adequately compensated within the CAPRED Operations Manual guidelines.

**Closing Date:** This is a key role, with only applications from the highest quality candidates to be interviewed. Applications will be reviewed on a rolling basis so please apply as soon as possible.

**How to apply**

Please send your cover letter and CV​​ with name and contact details (phone and email) of three professional referees to [recruitment@capred.org](mailto:recruitment@capred.org) mentioning the position you apply for in the subject line “Operations Lead”.​​​

*Cowater International is an equal opportunity employer, basing employment on merit and qualifications as they relate to the professional experience and position expectations. Cowater does not discriminate against any employee or applicants on the basis of race, religion, sex, gender identity, disability, age, or any other basis protected by law. CAPRED aims to have a diverse workforce at all levels, and a workplace that is supportive of gender equality, disability and social inclusion. Women, people with disabilities and other minorities are highly encouraged to apply.*

Only applicants shortlisted will be contacted for interview.