

Terms of Reference

Operations Manager

The **Operations Manager** will ensure the development and maintenance of an innovative, transparent and cost-effective programme support system that meets contemporary administrative requirements of a multi-cultural multidisciplinary organization. S/he will review, upgrade, strengthen and implement changes for an efficient day-to-day administrative activities at the Iwokrama River Lodge (IRL) and will participate in approved and appropriate training activities to upgrade his/her skills to improve job performance. Specific responsibilities include:

- 1) Supervise and collaborate with staff coordinators for various departments at the IRL to prepare annual and detailed quarterly work plans and reports for the IRL.
- 2) Manage the River Lodge, including the staff, vehicles, boats and other facilities; provision of field services to Iwokrama core, project and business activities; management of all inventories assigned to the IRL; management of the shop; and streamlining the operations of the IRL to continually reduce costs and increase the efficiency of service delivery. In addition, specific responsibilities include but are not limited to:
 - a. Supervise the development and implementation of an equipment and facilities preventative maintenance schedule and report on a quarterly basis.
 - b. Oversee and ensure that vehicles/ boats/equipment are being kept in a safe, clean and fully operational condition at the IRL; that they are used only for approved purposes; that emergency tools and first aid supplies are carried at all times; that monthly examinations of the logbooks of all vehicles/boats/equipment are done and accident reports are written up.
 - c. Oversee and ensure that there is a program of regular inspection of all building facilities to ensure that, light fixtures and plumbing are operational, cabins and bedding are clean ; garbage is recycled into components (paper, plastic, glass) for appropriate ecological disposal.
 - d. Oversee and ensure that the policies and procedures relating to operation of the Medical Station and the disposition, purchase and disposal of expired drugs are adhered to.
 - e. Oversee the improvement of various tourism and hospitality products offered at the Iwokrama Forest.
 - f. Ensure that resources are provided to the various work programmes such as timber, tourism, training and other conservation/ project activities.
- 3) Oversee the implementation, and monitor the effectiveness of management plans prepared for various sites in the Iwokrama Forest as they are developed, except for the for the timber operations.
- 4) Oversee and ensure that the Iwokrama River Lodge building; grounds, storerooms and satellite camps are maintained in a clean, tidy, and safe

condition. If repairs or re-organization are required, the Operations Manager will, as much as possible, use existing personnel to do so.

- 5) Supervise the coordination of all infrastructure development activities at the River Lodge.
- 6) Oversee and ensure the provision of the highest possible standards of hospitality to visitors to the Iwokrama Forest, through effective and efficient oversight of hospitality services at the River Lodge.
- 7) Supervise the provision of all support and assistance to communities as required by Iwokrama.
- 8) Manage the Budgetary Allocations and HR activities for the Iwokrama River Lodge and report monthly on same.
- 9) Work with the procurement staff to ensure that all materials, food and stationery etc., requested for the IRL are received in a timely manner.

Work Relations

A key role for the Operations Manager is to improve the standards and efficiency of administrative logistical support and client service for the IRL's operations and to encourage the development of a collaborative and interdisciplinary culture between Iwokrama and its outside partners and stakeholders.

Selection Criteria

Remuneration

The contract period for this position is one year in the first instance. The position has a 22.5% gratuity in lieu of pension benefits, 20 days vacation; and a base salary depending on qualifications and experience). **This is a field-based position**, requiring the candidate to spend at least three weeks of every month in the field, with one week of turn around.

Application deadline: 31st March, 2021

Please send applications to: rragoobee@iwokrama.org.