

Organisation	The International Rehabilitation Council for Torture Victims (IRCT)		
Location	Copenhagen, Denmark		
Reporting structure	Secretary-General		
Level	Director	Duration	Permanent
Title	Director of Operations		
Date of review	June 14, 2022		
Personnel responsibility (yes or no)	Yes		

PURPOSE OF JOB

The Director of Operations has responsibility to deliver, maintain, evaluate and proactively improve processes, systems and procedures related to all operative aspects of the IRCT and its Secretariat.

1. Financial Management
2. Fundraising,
3. IT,
4. Human Resources,
5. Leadership responsibilities

KEY RESPONSIBILITIES AND TASKS

1. Financial Mgmt.

- a. Transparent and accountable financial management for IRCT: Monitoring ongoing financial performance, cash management and liquidity
- b. Overall responsibility of IRCT's financial operations applying and updating the financial manual
- c. Supervise the financial performance of the annual work plan and budget, budget changes, income recognition and cash flow, and advise proactively on proactive measures
- d. Develop, monitor and evaluate annual budgets/work plans for all staff members
- e. Manage annual audit, project audit and donor reporting acc. to donor requirements
- f. Manage financial management processes, approvals, bank and other service provide relations.
- g. Supervise the salary and payroll processes for IRCT staff in Copenhagen and Brussels with support of external providers (payroll outsourced)
- h. Report internally to management and board on financial performance (monthly, quarterly and annually budget vs. actuals) and prepare external reporting to different stakeholders
- i. Supervise financial reporting from project partners and membership
- j. Continuously evaluate financial risk and protect funds in IRCT custody.
- k. Continuously optimize the financial management processes to ensure peak efficiency
- l. Provide financial management to discrete projects
- m. Manage the staff and consultants of the finance team

2. Fundraising

- a. Direct and optimize fundraising to match strategic objectives.
- b. Manage new and existing donor relations, directly intervening in the dialogue as relevant and ensuring high quality donor reporting.
- c. Supervise individual donation campaigns and member fee scheme

3. IT

- a. Oversight and development of IT systems and equipment for staff
- b. Facilitate appropriate, reliable, user-friendly, cost-effective, safe IT technology
- c. Manage external IT consultants and other IT service providers (IT outsourced)
- d. Implement and update policies
- e. Improve digitization processes and digital resilience at Secretariat and member centres and ensure risk-mitigating behavior by IRCT staff

4. Human Resources

- a. Implement and keep updated IRCT's human resources policies and staff handbook to enable staff to achieve IRCT's strategic objectives and promote a thriving atmosphere for staff.
- b. Manage employment lifecycle management, including recruitment, contracts, staff and workplace assessments and resignation processes
- c. Design, propose and supervise implementation of special human resources projects to optimize the operation or to improve working conditions.

5. Leadership

- a. Ensure the proper registration of the IRCT in Denmark, compliance with relevant legislation and rules as well as relevant reporting to Danish and EU authorities
- b. Supervision of accountability processes
- c. Supervise office services in Copenhagen and Brussels
- d. Develop strategic actions to deliver IRCT's Strategic Plan, evaluate feedback obtained through PODIO monitoring and evaluation systems and advise proactively on corrective actions when necessary.
- e. Provide support to the Secretary-General and share the tasks of the Management Team

ACADEMIC PREREQUISITES

- Master's degree in finance, accounting or other relevant field

KNOWLEDGE AND EXPERIENCE

- Minimum of 5 years' experience with overall financial management and leadership
- Knowledge of Danish accounting rules is a prerequisite
- Strong experience in budget development across multiple departments/programs /project
- Experience with various donor requirements, especially the EC and Danida
- Experience with digitalizing processes and online/ cloud-based working
- NGO or international work experience are an advantage.

PERSONAL SKILLS

- Passionate about Human Rights
- Appreciation of multi-cultural work environment
- Solution-oriented; proactive
- Attention to detail
- Naturally inclusive; collaborative and team oriented
- Calm and resilient
- Clear and convincing communicator

KNOWLEDGE OF TECHNOLOGY, SYSTEMS, TOOLS AND SOFTWARE

- Microsoft 365, incl Outlook, Teams, SharePoint, Office suite, in particular Excel etc
- Business Central/ NAV
- Time registration, HR and CRM software
- PowerBI

MANAGEMENT AND LEADERSHIP EXPERIENCE

- 5+ years

INTERNATIONAL EXPERIENCE AND LANGUAGES

- Fluent in English and Danish, other languages are an asset

REPRESENTATION AND TRAVEL

- Limited travel and external representation