

Job Description	
Job Title:	Operations Manager
Location:	Hybrid between office and home (Dubai-based role)
Reports to:	Chief Executive Officer
Contract type:	Permanent full-time role
Direct Reports:	Fundraising and Partnerships Coordinator, Admin Coordinator, Project Coordinator, Marketing Coordinator

OVERALL PURPOSE OF THE JOB

The Operations Manager of The Sparkle Foundation's Global Office will oversee and coordinate the day-to-day operations of the organisation across the UK and UAE, and support the COO with the US operations. This role ensures the smooth running of administrative, financial, compliance, and operational functions, supporting the CEO and leadership team in delivering The Sparkle Foundation's strategy. The Operations Manager will work closely with the COO in Malawi to provide operational support and alignment with the global office, without directly managing Malawi programmes.

This role is ideal for an organised, detail-driven professional who thrives in ensuring the operational excellence of a growing international charity. The Operations Manager will play a vital role in strengthening systems, supporting global teams, and ensuring the organisation's long-term sustainability.

RESPONSIBILITIES

Operations and Administration

- Oversee the smooth running of the UK, US, and UAE offices, ensuring operational processes and systems are effective and efficient.
- Implement and maintain operational policies and procedures, updating them as required.
- Support HR functions, including onboarding, contracts, and staff record management.
- Manage administrative functions such as office management, data management, and documentation.

Compliance and Legal Oversight

- Ensure compliance with charity commission and regulatory requirements in the UK, UAE and support with the US.
- Prepare and submit required reports and filings on time.
- Liaise with legal advisors to ensure policies and operations meet legal standards.

Financial Oversight

- Support financial management by monitoring budgets, cash flow, and expenditure.
- Work with the finance team to prepare financial reports, audits, and statements for review by the CEO and trustees.
- Maintain financial systems and ensure adherence to internal financial policies.

Fundraising and Partnerships (Support Role)

- Provide operational support for fundraising campaigns and events, ensuring systems and processes are in place.
- Assist with donor reporting, record-keeping, and stewardship activities.
- Coordinate logistics for global fundraising events and support corporate partnership activations.

Marketing and Communications (Support Role)

- Assist with the coordination of marketing initiatives and campaigns.
- Ensure consistent use of brand guidelines across communications.
- Provide operational support for events, presentations, and stakeholder engagement activities.

Global Reporting and Impact Measurement

- Coordinate data collection and reporting to measure impact against strategic goals.
- Support the preparation of reports for donors, trustees, and other stakeholders.
- Maintain systems for tracking programme outcomes.

Team Support and Development

- Support the CEO and leadership team in managing global teams by coordinating meetings, performance reviews, and training initiatives.
- Foster effective communication between global offices and the Malawi team.

Programme Coordination

The postholder will play a key role in bridging operations between the global office and Malawi programmes, working closely with the COO and Programmes Director to ensure deliverables are achieved. Responsibilities include:

- Monitoring progress of Malawi-based projects to ensure agreed deliverables are achieved on time and to standard
- Supporting alignment between global operations and Malawi programme delivery, ensuring consistency across strategy, reporting, and impact measurement
- Overseeing reporting processes from Malawi, ensuring accuracy, timeliness, and compliance with donor and regulatory requirements
- Identifying and escalating risks, challenges, or delays in programme delivery to the COO and Programmes Director
- Facilitating effective communication and information flow between the Malawi team and the global office
- Contributing to programme planning and resource allocation, ensuring operational support is in place to deliver outcomes
- Supporting the COO and Programmes Director in preparing updates and reports for the Board of Trustees, donors, and other stakeholders

Additional Responsibilities

- Oversee planning and logistics for major fundraising events and awareness campaigns.
- Act as a key point of contact for stakeholders, ensuring queries are managed effectively.
- Support the CEO in organisational projects and deputise in operational matters when required.

WORKING RELATIONSHIPS

The Operations Manager will work closely with:

- Fundraising & Partnerships Coordinator, Admin Coordinator, Project Coordinator, and Marketing Coordinator (direct reports)
- COO and CEO on strategy, operations, and compliance
- Finance and programme teams to ensure alignment of budgets and delivery
- Board of Trustees to support governance and reporting
- Donors, partners, sponsors, and partner NGOs to strengthen collaboration
- Vendors, suppliers, consultants, and regulatory bodies to ensure compliance and effective service delivery

IDEAL EXPERIENCE, SKILLS & PERSONAL ATTRIBUTES

- Proven experience in an operational or administrative leadership role, ideally within a non-profit or charitable organisation.
- Knowledge of charity commission regulations and compliance (UK, US, UAE desirable).
- Strong organisational and project management skills with attention to detail.
- Financial literacy with experience in budget monitoring and reporting.
- Excellent interpersonal and communication skills.
- Ability to manage multiple priorities and work effectively under pressure.
- Proficiency in systems, data management, and reporting tools.
- Passionate about The Sparkle Foundation's mission and values.
- Highly organised, detail-oriented, and reliable.
- Collaborative and supportive team player.
- Professional, with strong integrity and discretion.
- Proactive and solutions-focused, with a hands-on approach to problem solving.

WORKING HOURS AND BENEFITS

This is a full-time role based in Dubai, working 40 hours per week. The postholder will be expected to work four days in the office and one day from home. Occasional flexibility may be permitted within reason, subject to operational needs and line manager approval. Annual leave entitlement is 22 days (pro rata) plus UAE public holidays, in line with MOHRE regulations. Some evening or weekend work may be required to support events and key activities, with time off in lieu provided. The role is offered on a permanent contract, subject to a six-month probation period.

We offer a supportive and collaborative working culture, with opportunities for professional growth and the chance to make a meaningful impact through our work.

